

Eastern Shore Center for Independent Living

Annual Report

for the period

October 1, 2009

To

September 30, 2010

As filed With the

US Department of Education, RSA

&

Maryland Department of Education, DORS

By 12/31/2010

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Section 704 - Annual Performance Report for Centers for Independent Living Program

**(Title VII, Chapter 1, Part C of the Rehabilitation Act of 1973, as amended)
Part II INSTRUMENT - (To be completed by Centers for Independent Living)**

Reporting Fiscal Year 2010

State Maryland

Subpart I - Administrative Data

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Subpart II - Number and Types of Individuals With Significant Disabilities Receiving Services

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RSA-704 Part II Subpart I - Sources and Amounts of Funds and Resources

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

Item	All Federal Funds Received	
1		
(A)	Title VII, Ch. 1, Part B	0
(B)	Title VII, Ch. 1, Part C	85710
(C)	Title VII, Ch. 2	0
(D)	Other Federal Funds	0
Item	Other Government Funds	
2		
(E)	State Government Funds	282835
(F)	Local Government Funds	0
Item	Private Resources	
3		
(G)	Foundations, Corporations, or Trust Grants	0
(H)	Donations from Individuals	150

(I)	Membership Fees	0
(J)	Investment Income/Endowment	0
(K)	Fees for Service (program income, etc.)	1000
(L)	Other resources	0
Item 4	Total Income	369695
Item 5	Pass-Through Funds	
	Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds)	68835
Item 6	Net Operating Resources	
	Total Income (Section 4) amount paid out to Consumers (Section 5) = Net Operating Resources	300860

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**RSA-704 Part II Subpart II A thru I - Number and Types of Individuals with Significant Disabilities Receiving Services
EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010
Section A - Number of Consumers Served During the Reporting Year**

Include Consumer Service Records (CSRs) for all consumers served during the year.

	# of CSRs
(1) Enter the number of active CSRs carried over from September 30 of the preceding reporting year	191
(2) Enter the number of CSRs started since October 1 of the reporting year	117
(3) Add lines (1) and (2) to get the total number of consumers served	308

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

Include the number of consumer records closed out of the active CSR files during the reporting year because the individual has:

	# of CSRs
(1) Moved	9
(2) Withdrawn	63
(3) Died	8
(4) Completed all goals set	65
(5) Other	9
(6) Add lines (1)+(2)+(3)+(4)+(5) to get total CSRs closed	154

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

Indicate the number of CSRs active on September 30 of the reporting year.

	# of CSRs
Section A(3) minus Section (B)(6) = Section C	154

Section D - IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	34
(2) Number of consumers with whom an ILP was developed	243
(3) Total number of consumers served during the reporting year	277

Section E - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	1
(2) Ages 5 - 19	17
(3) Ages 20 - 24	17

(4) Ages 25 - 59	140
(5) Age 60 and Older	111
(6) Age unavailable	0

Section F - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	157
(2) Number of Males served	129

Section G - Race and Ethnicity

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

	# of Consumers
(1) American Indian or Alaska Native	0
(2) Asian	2
(3) Black or African American	94
(4) Native Hawaiian or Other Pacific Islander	3
(5) White	164
(6) Hispanic/Latino of any race or Hispanic/Latino only	21
(7) Two or more races	0
(8) Race and ethnicity unknown	2

Section H - Disability

Indicate the number of consumers in each category below. Individuals may select more than one category.

	# of Consumers
(1) Cognitive	19

Section A - Individual Services

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

Services	Consumers Requesting Services	Consumers Receiving Services
(A) Advocacy/Legal Services	197	190
(B) Assistive Technology	92	81
(C) Children's Services	3	1
(D) Communication Services	3	3
(E) Counseling and Related Services	2	2
(F) Family Services	0	0
(G) Housing, Home Modifications, and Shelter Services	84	84
(H) IL Skills Training and Life Skills Training	10	10
(I) Information and Referral Services	1003	967
(J) Mental Restoration Services	0	0
(K) Mobility Training	1	1
(L) Peer Counseling Services	12	12
(M) Personal Assistance Services	4	4
(N) Physical Restoration Services	1	1
(O) Preventive Services	1	1
(P) Prostheses, Orthotics, and Other Appliances	1	1
(Q) Recreational Services	1	1
(R) Rehabilitation Technology Services	20	20
(S) Therapeutic Treatment	0	0
(T) Transportation Services	7	7
(U) Youth/Transition Services	1	1
(V) Vocational Services	14	11

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RSA-704 Part II Subpart III B-C - Increased Independence and Community Integration

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Section B - Increased Independence and Community Integration

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

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

Significant Life Area	Goals Set	Goals Achieved	In Progress
(A) Self-Advocacy/Self-Empowerment	49	8	41
(B) Communication	18	5	13
(C) Mobility/Transportation	79	19	60
(D) Community-Based Living	32	9	23
(E) Educational	7	2	5
(F) Vocational	13	3	10
(G) Self-care	16	3	13
(H) Information Access/Technology	48	29	19
(I) Personal Resource Management	3	1	2
(J) Relocation from a Nursing Home or Institution to Community-Based Living	3	3	0
(K) Community/Social Participation	6	1	5
(L) Other	19	3	16

Item 2 - Improved Access To Transportation, Health Care and Assistive Technology

(A) Table

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	12	2	10

(B) Health Care Services	19	2	17
(C) Assistive Technology	163	59	104

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

(B) I&R Information

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

The service provider . . .
did

. . . engage in follow-up contacts with I&R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

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.

We were given pass-thru funds for our assistive technology program. This year we were able to assist 63 individuals with 43 - Assistive Technology Items, 15 - Home Modifications, 6 - Vehicle Modifications and Ramps - 34. The staff continuously comments on the instant gratification that is seen by the consumers when these items are completed. Our most touching this year was the ability to put a ramp in place for a 16 year old student that was in the hospital and paralyzed from the swine flu shots that he received. His parents were beside themselves as he couldn't leave the hospital until the ramp was built. We were able to accomplish this and the student is now at home.

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RSA-704 Part II Subpart IV A - Compliance Indicator 1: Philosophy

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Item 1 - Consumer Control

(A) Board Member Composition

Enter requested governing board information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
9	7

(B) Staff Composition

Enter requested staff information in the table below:

	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals From Minority Populations
Decision-Making Staff	1.00	1.00	0.00
Other Staff	5.50	5.50	1.38

Item 2 - Self-Help and Self-Advocacy

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

We continue to initially meet with the consumers at their homes to allow us to have an insight into the home and the existing living conditions. During the intake process we listen to what the consumer feels that he or she needs or wants, and then we complete an evaluation of what the problem is and how it can most effectively be handled. The consumers are given the information and the many ways that the needs can be met. We give them the information that they need to make an educated decision, and also advise that we will be glad to guide and advise if wanted, but we are there to assist them in helping themselves. By addressing our consumers in this way, they are more likely to be able to handle other situations that may arise in their lives by evaluating the problem, researching for possible solutions and now knowing how to make an informed choice as to which path they should follow.

Item 3 - Peer Relationships and Peer Role Models

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

As most all of our staff have disabilities themselves, just by showing the consumers that they are able to work a job and hold their position, either full or part time, and the consumers feel as though maybe they can do it too. Our employees continue to volunteer as peer mentors and role

models for our consumers.

Our consumers are given a packet of information that lists all of our services, as well as our motto of "Assisting you to help yourself". We help with the other advocates that have consumers with differing disabilities than they themselves have by cross-mentoring each other's consumers. We are continuing to try to build a group of peer mentors and role models that are willing to work with consumers who could benefit from their experiences.

Item 4 - Equal Access

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

Our offices are accessible and any locations that we use to hold meetings, events, etc, we ensure are also totally accessible. We have a TTY machine and a braille embosser and have the to produce cds and dvds and printed products in large print as well as the computer lab in our center is equipped with earphones and microphone. If interpreters are needed, we have access to them at the touch of the phone.

(B) Briefly describe how, during the reporting year, the CIL has advocated for and conducted activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and regardless of funding source, for individuals with significant disabilities. Equal access, for the purposes of this indicator, means that the same access provided to individuals without disabilities is provided in the center's service area to individuals with significant disabilities.

We continue to offer our services to both the consumers and business within our communities to advocate for equal access within their community. We perform site surveys to determine where the entity needs to make modifications and then advise them as to how they can usually make the required modifications for much less than they originally thought.

Item 5 - Alternative Formats

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

We have a TTY machine and a braille embosser and have the to produce cds and dvds and printed products in large print as well as the computer lab in our center is equipped with earphones and microphone. If interpreters are needed, we have access to them at the touch of the phone.

RSA-704 Part II Subpart IV B - Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Briefly describe how, during the reporting year, the CIL has ensured that IL services are provided to eligible individuals with a diversity of significant disabilities and individuals who are members of populations that are unserved or underserved, without restrictions based on the particular type or types of significant disability and in a manner that is neither targeted nor limited to a particular type of significant disability.

We have an employee handbook, policies and procedures and a board manual that is constantly updated. Both our board members and our staff are well versed in our services and the need for outreach to all of the communities and populations within our service area. All of us are constantly on the watch for additional people with disabilities that can be assisted by our center.

We continue to work with the varying civic organizations, the area agencies and businesses as well as the individual communities in order for us to reach out to the populations that are in need of our services.

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RSA-704 Part II Subpart IV C - Compliance Indicator 3: Independent Living Goals

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Item 1 - Consumer Information

Briefly describe how, during the reporting year, the CIL has ensured that consumers have the opportunity to develop and achieve their goals (either with or without an ILP) and that the consumer has the opportunity to express satisfaction with the center and such consumer satisfaction results are evaluated by the center.

During our intake session with the consumer, he/she is given the opportunity to either waive or develop an independent living plan and establish appropriate goals. If a waiver is signed, the advocate will then develop goals for the consumer, based on the conversations that they have had both during and prior to the intake. The consumer is also given a consumer satisfaction survey at the same time and are advised that they can fill it out at any time during their services and return it to the office so that we have an anonymous record of their feelings and opinions.

Item 2 - Consumer Service Record Requirements

Briefly describe how, during the reporting year, the CIL ensured that each consumer's CSR contains all of the required information.

Our consumer packet contains two sections. The first section contains all of the required elements of the CSR as established by RSA; the second section contains all of the information that we want to provide the consumer with, i.e., CAP information, grievance procedures, a directory of all of our services, our mission, our vision, our motto and a listing of contact number for the office personnel. We keep the first section, after filing in the forms with the appropriate information and these are then filed in the CSR that is maintained with the ESCIL offices.

RSA-704 Part II Subpart IV D - Compliance Indicator 4: Community Options and Community Capacity; Item 1

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Item 1 - Community Activities Table

Summarize the community activities involving the CIL's staff and board members during the reporting year. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcome(s)
Assistive technology	Community/Systems Advocacy	3.00	Provide information for students transitioning out of public school in the next four years	parents and students are aware of some of the resources available to them.
Assistive technology	Community Education and Public Information	6.00	students transitioning to adult resources and technologies workshop to provide resource info regarding ESCIL and ADA etc to parents other agencies in attendance and increase awareness of ESCIL servic	over 100 attendees wer eaware of ESCIL services to enable a smooth transition to adult services after school.

Assistive technology	Community Education and Public Information	2.00	promoted upcoming events and increase awareness of services among the Wicomico count service agency members	Introduced member in attendance to services we provide and upcoming events
Assistive technology	Community Education and Public Information	6.00	Increase awareness of ESCIL services among other orgs.	Attendees made aware of all services and brochures distributed
Assistive technology	Outreach Efforts	2.00	increase awareness to students and faculty at university	demo of serveral AT devices and hld Q&As - increase knowledge of our services
Assistive technology	Outreach Efforts	2.00	Demonstrate AT devices and presentation on ESCIL serevices	140 students an faculty attended and are more aware of AT availability
Assistive technology	Community Education and Public Information	5.00	AT presentation and advise of services available	State delegate and 5 center staff more aware of services - brochures distributed
Assistive technology	Community Education and Public Information	4.00	Increase awareness of AT resour	Improved outreach to youth and their families
Assistive technology	Community Education and Public Information	4.00	seek interns and volunteers	15 attendees info distributed and more are aware of our services
Assistive technology	Outreach Efforts	5.00	increase awareness of services to other organizations	10 attendees from 8 organization are more aware of our services available
Assistive technology	Outreach Efforts	3.00	increase awareness	distribute brochures to 75 attendees with freebies from
Assistive technology	Outreach Efforts	3.00	increase awareness of new volunteers and employees	Presentation of services available for them to use in the new positions to assist consumers
Assistive technology	Outreach Efforts	2.00	Increase public awareness	22 attendeeshave brochures distributed and are

				more informed of services
Assistive technology	Outreach Efforts	3.00	Promote awareness thru WICO-AM talk radio	Create a partnership with local communications company to reach more un- and underseved consumers
Assistive technology	Collaboration/Networking	4.00	To promote agency networking	Increase awareness of CIL Services
Assistive technology	Other	3.00	Increase awareness of ESCIL and ADA	Church leaders association more aware of CIL services and ADA information
Other	Collaboration/Networking	5.00	Increase awareness of how agencies can collaborate	Both Aging and Disability agencies learned how to work together - 100 attendees
Other	Collaboration/Networking	22.00	learn services available within the county	all attending agencies aware of all other services - 150 attendees
Health care	Collaboration/Networking	10.00	Prepare agencies for ADRC	attendees aware of requirements of partnering for ADRC
Housing	Collaboration/Networking	13.00	Collaborate on housing strategies	all attending aware of various housing options
Other	Community Education and Public Information	15.00	For attendees to know of the CIL and services	35 attendees were aware of the CIL and how we could assist them
Other	Collaboration/Networking	5.00	Increase awareness of available services	110 attendees aware of services and CIL functions
Other	Collaboration/Networking	5.00	Increase awareness of how services are provided throughout MD	all are more knowledgeable of the various ways that services are provided by the CIL
Health care	Collaboration/Networking	51.00	Discuss collaboration of agina dna disability communities	all attendees aware of other services and potential collaboration

Transportation	Community/Systems Advocacy	14.00	Increase awareness of various services throughout MD	More aware of solutions in place for advocacy for transportation systems
Other	Collaboration/Networking	10.00	Increase awareness of collaborations	11 attendees more aware of how upcoming ARRA funds could be used
Health care	Collaboration/Networking	8.00	Increase awareness of collaboration possibilities	All attendees more aware of how the CIL and their organizations can collaborate on Nursing Home Transitions
Assistive technology	Collaboration/Networking	22.00	Increase awareness of CIL AT services	All attendees are aware of new AT program and funds
Housing	Technical Assistance	36.00	Demonstrate how Habitat chapter can be assisted and assist with home building	all board members more aware of how CIL and Habitat can work together
Other	Community Education and Public Information	18.00	advise of how CIL services can assist graduating seniors	All senior students in the county are more aware of CIL services and possible job positions

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RSA-704 Part II Subpart IV D.2 - Compliance Indicator 4: Community Options and Community Capacity; Item 2

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Item 2 - Description of Community Activities

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

We continue to have great success with our IL-AT services. We have built many collaborations throughout our service area with DORS, DDA, Health Departments, Habitat for Humanities and other civic organization and agencies. Our staff sits on many boards throughout our service area and also as members of the various civic organizations. Our board members are also members of various other boards and organizations and continue to use their business and personal contacts as a way of marking/paving the way for consumers and other organizations that serve people with disabilities, to access our center. Some of our partner organizations are: Health Departments

- all counties, Elks of Cambridge, Churches through the counties, Holly Community, Inc. (HCI), Departments of Aging - both counties and state, ADRC collaborations in 4 of our counties, numerous American Legion and VFW posts, as well as our continuing collaboration with the local DORS offices throughout our region.

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RSA-704 Part II Subpart IV E-F - Compliance Indicators 5-6

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Section E - Compliance Indicator 5: IL Core Services and Other IL Services

In addition to the data provided in Subpart III, describe how information and referral services and the other IL core and other IL services are provided to those who request such services in formats accessible to the individual requesting the services. Describe any innovative practices (not mentioned elsewhere in this report) to enhance the availability and effectiveness of IL services.

Even though we get few walk-ins to our offices, we continue to handle them as well as all of the phone calls that we receive. As all of our field employees work from their homes, when a request is received, the information is recorded and the person is advised that we will forward this information to the appropriate field personnel. The requestor is also advised that our employees work from their homes and that they will be contacted as soon as possible. We then email the field person of the request, giving only the I&R name and phone contact and a short description of what is needed.

If the request is something that we can handle from the office, the request is logged into our data base system and all required information - including the person handling the call - is recorded. If the request is only partially answered, the info is recorded and then the referral is made to the appropriate field employee by email.

Each caller is then recontacted within a few days to ascertain if the information they were given has aided them.

Any requests that require either MD Relay for hearing impaired individuals or large print are handled in the same way with the exception that we either use the Relay services to respond, or we print out the information on either the braille embosser or in large bolded print and forward to the requestor.

Section F - Compliance Indicator 6: IL Resource Development Activities

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

We continue to daily review the Grants.gov website as well as the Maryland.gov e-site, and some other websites that we have signed up for and are sent daily email alerts of new RFPs that have been released.

This year we were able to secure the CMS, Money Follows the Person, Nursing home outreach program through the Maryland Department of Disabilities and are continuing to contact NF residents that are Medicaid eligible, to ascertain if they are interested in returning to their communities. Along the same lines, we are now registered as a Maryland State Vendor, to provide Peer Mentoring services to all residents that may request the service.

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RSA-704 Part II Subpart V - Annual Program And Financial Planning Objectives

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Section A - Work Plan for the Reporting Year

Item 1 - Achievements

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

Our goal to organize and educate people with disabilities to advocate for themselves and their communities at-large continues. Due to the availability of the IL-AT state IL services monies more and more of our consumers have access not only to computers but also now to the internet (due to price drops in our area), they are able to keep up to date on the advocacy efforts going on within the state and their counties and towns. They write letters to the area mayors and the governor on areas that they are concerned about. Most of our new consumers continue to refuse at the intake session to volunteer for an advocacy group, but after we have worked with them for a period of time, a few of them have come back and said that they would be interested, especially if it can be done from home (due to the large lack of transportation in the areas).

This year rather than try to again replace employees that have been dismissed or have resigned to move on, we have hired an independent organization to work our lower counties that was already providing most of the same services that we provide, we just had to educate them as to the IL Philosophy, rather than the way they had been doing things.

For the Sustainability goal of identifying and obtaining sufficient resources to carry out the mission of ESCIL, we have applied for four grants during the year through the Maryland Department of Health and Mental Hygiene, for Peer Outreach for two areas, and for Peer Mentoring for two areas. As of the close of this year, we are still awaiting results of the Peer Outreach RFPs, but have already been selected as a paid provider of Peer Mentoring for the MFP Nursing Facility Transaction Project for our nine (9) county service area. We hope to hear of the results of the Peer Outreach shortly before the beginning of 2010.

We were also able to renew our ADA Information Center Grant for this year, and we continue to review the grants.gov website and the PNR website for grant opportunities on a daily basis.

For our Outreach goal to increase the visibility of the center, we have continued to do appearances, speaking engagements, conference booths, health fairs, church bazaars, other community organization fairs, and other such community events where we set up a table and distribute our brochures as well as other information available on services within the area where we are displaying.

We have developed a speakers bureau of our employees that have begun to do speaking engagements within their county areas with display boards, brochures and other information.

We have revamped our brochure again so that we now have two of them - one for general services and one keyed towards the senior populations that are increasing so drastically within our areas.

For our Board of Directors Goal of creating a caring, committed, talented, active, participating, giving, motivated, involved board, we continue to work towards this entire goal. We had two of our directors resign this year and have replaced them with three equally talented people that are learning all about the center and its goals and services. One of the new directors is affiliated with a local Savings Bank, and other one is a prior Postmaster and very community oriented citizen, and the third is very involved with many other civic and community organizations, but has stepped up to assist us in serving the underserved communities within Dorchester County. The addition of these three new members brings a new diversity to our board of directors of community involvement.

For our Programs Goal to provide needed services to support people on the eastern shore with disabilities to live as independently as they choose, we continue to provide these services throughout our area of the eastern shore of Maryland. Each quarter we check the database (CIL Suite Management Program) for the kind and types of services that we have been providing and compare that to the I&R requests that we have received, to determine whether we are directing our services in the correct areas or need to change to a new service.

Item 2 - Challenges

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

Transportation continues to be our biggest and ongoing challenge. Whenever we attempt to get a group together in most areas, we would have to pay for the transportation to get any of our consumers there. That will only work if there is actually transportation in that area, that is not limited to just medical transport only.

We are currently pursuing both Skype and GoToMeeting.com as a way to eliminate these problems.

Item 3 - Comparison with Prior Reporting Year

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

One of the largest changes from last year to this is the awarding of another ADRC - Aging and Disability Resource Center - to three more of our counties. There has been for many years a so-called competition between the aging and disability communities as the aging communities had many funding sources and the disability community had few. The collaboration that has now been mandated between the two communities is a great way of enlightening both communities as to how they can work together collaboratively - and not against each other. As both communities have consumers or clients in their organizations that qualify under both areas, this is a win-win situation for our consumers and their clients.

Section B - Work Plan for the Year Following the Reporting Year

Item 1 - Annual Work Plan

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

I. GOAL: Center Profile: To expand mission and recognition of ESCIL in the community, as a lead advocacy organization of people with disabilities.

Objective 1: ESCIL will develop, train, and maintain a 12-member volunteer Board of Directors annually, comprised of 51% people with disabilities to oversee the future growth and development of ESCIL as a lead advocacy organization.

Action Steps:

1. The Executive Director and the Nominating Committee of the Board of Directors will annually evaluate the composition of the Board to maintain a membership comprised of 51% people with disabilities with cross representation of the community, professionally and other representative components.
2. The Executive Director and the Nominating Committee of the Board of Directors will annually implement a Board self-evaluation to identify training needs of the members.
3. The Executive Director will provide orientation to all new Board members related to the IL Movement, IL Philosophy, Four Core Service Areas, ADA Compliance, Disability Etiquette, People First Language, Independent Living Services in Maryland and National Resources.
4. The Nominating Committee of the Board and the Executive director will notify Board members of trainings available to increase advocacy skills in the four core services areas, program service areas, resource development and outreach through conferences, workshops, web casts, teleconferences and online learning for their participation.

Objective 2: ESCIL will recruit, hire and train staff annually, based on availability of funding, as advocates, independent living specialist, support staff and others, assuring a hiring ratio of 51% people with disabilities, to facilitate ESCIL's lead advocacy role within the community.

Action Steps:

- 1 The Executive Director will assure the hiring of qualified staff to fill vacant positions as needed annually

2. The Executive Director and the Program Director will provide orientation to newly hired staff inclusive of the IL Movement, IL Philosophy, Four Core Service Areas, ADA Compliance, Disability Etiquette, People First Language, Independent Living Services in Maryland and National Resources
3. The Executive Director will support the staff to participate in a minimum of four trainings per year to increase advocacy skills in the four core service areas, program service areas, resource development and outreach through conferences, workshops, web casts, teleconferences and online learning
4. The Executive Director and Administrative personnel will maintain a resource library of training materials, community resource brochures and website for continued growth and professional development for reference by all staff.

Objective 3: ESCIL will continue the development and increase the enrollment of volunteers by 10% in its Volunteer Program for people of all abilities to support the center in its programs and enhance their role as a lead advocacy organization throughout the community.

Action Steps:

1. The Executive Director will oversee the Volunteer Program Policies, development, implementation and recruitment and utilization of volunteers in the programs of the organization and the promotion of the organization as a lead advocacy agency.
2. The ESCIL staff will support the volunteers on a daily basis by working cooperatively on tasks, providing assistance and guidance for task completion, providing resource information, and implementing peer counseling services and other core services.
3. The Executive Director will annually evaluate the effectiveness of the volunteer Program to identify needs for training and other program enhancements and risk management.

II. GOAL: To advocate for laws, policies and practices which promote maximum independence for persons with disabilities.

Objective 1: ESCIL will develop, train, and maintain a advocacy infrastructure utilizing volunteers comprised of 51% people with disabilities which will respond to and support issues of primary importance to people with disabilities on the Eastern Shore of Maryland during Fiscal Year 2011.

Action Steps:

1. The Executive Director, members of the board, staff and volunteers (the Advocacy Committee) will track and monitor current and proposed legislation on state and federal levels about issues that affect the lives of people with disabilities on Maryland's Eastern Shore.
2. The Advocacy Committee will identify other advocacy groups with similar interests to network for training of committee members as leaders, explore opportunities to partner for strengthening of response and to improve the impact of advocacy work.
3. The Advocacy Committee will regularly report (quarterly) all activities to the ESCIL Board of Directors and stakeholders of the organization, along with the community-at-large to increase awareness of ESCIL Advocacy activities.
4. The Advocacy Committee will regularly (semi-annually) review all advocacy activities to ensure effectiveness, responsiveness and impact of the program.

Objective 1: ESCIL will continue to cooperatively participate annually with local, regional, state and federal agencies to complete an assessment of services, needs and gaps for the development

and implementation of consumer-responsive programming consistent with the mission of the organization during Fiscal Year 2011.

III. GOAL: To provide services responsive to the needs of people with disabilities on Maryland's Eastern Shore which improve their independence and community integration.

Action Steps:

- 1 ESCIL Board, staff and volunteers will annually participate in completion of assessment of service needs in partnership with local providers of service, state agencies, federal agencies and local and regional funders.
- 2 Utilizing the information and findings of the needs assessment surveys, ESCIL, Board and the Executive Director will evaluate the potential of program development to meet existing service gaps.
- 3 ESCIL Board and the Executive Director will, as appropriate to enhance the mission of the organization, enter into agreements and partnerships to fund, implement and coordinate a system of service delivery to maintain consumer-responsive programs.

Objective 2: ESCIL will continue to cooperatively participate with SILC, DORS and OIB to further increase services by 10% for individuals with disabilities on Maryland's Eastern Shore with a system of referrals and service provision during Fiscal Year 2011.

Action Steps:

- 1 ESCIL Board, staff and volunteers will annually participate in training, outreach and service coordination with SILC, DORS and OIB along with other service organizations to increase services to individuals with disabilities by 10%
- 2 ESCIL Board, staff and volunteers will work cooperatively with area One-Stop Centers and Vocational Rehabilitation Offices to expand vocational opportunities for individuals with disabilities.
- 3 ESCIL Board, staff and volunteers will work cooperatively to evaluate the effectiveness and responsiveness of ESCIL services, reporting same to stakeholders a minimum of quarterly.

Objective 3: ESCIL will participate in a minimum of nine outreach events and other activities annually to increase awareness among the communities of the Eastern Shore Region of ESCIL's services and role as a lead advocacy organization.

Action Steps:

- 1 The Executive Director, Program Director and designated staff and volunteers will participate in three regional outreach activities per tri-county area (Cecil, Kent, and Queen Anne; Talbot, Caroline and Dorchester; Somerset, Wicomico and Worcester) annually.
- 2 The Executive Director or her designee will oversee the development of brochures and program information materials for distribution during outreach events.
- 3 The Executive Director or her designee will participate in regional meetings to address emergency preparedness and evaluation planning inclusive of citizens with disabilities as a lead advocacy organization.

Objective 4: ESCIL will continue identify and obtain sufficient resources to sustain services and further the mission of the organization during Fiscal Year 2011.

Action Steps:

- 1 The Executive Director, Program Director and designated staff and volunteers will participate

in semi-annual review of all programs for quality assurance, making recommendations for program modifications as appropriate.

2 The Executive Director will report findings of the semi-annual reviews to the Board of Directors and other stakeholders in accordance with their reporting requirements.

3 The Executive Director, members of the Board, staff and volunteers will identify and explore opportunities for continued program funding through grant applications, and other activities managed independently by ESCIL or through partnerships with other agencies as appropriate.

Item 2 - SPIL Consistency

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

As we help to develop the SPIL, our goals, objective and action steps all work toward the goal of advocacy, nursing home transition, membership development, support of DORS and collaboration with area agencies.

We now have a DORS regional director that sits in an advisory position on our board of directors and his insight and input during the meetings, as well as his assistance on revamping and rewriting our policies and procedures has been wonderful.

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RSA-704 Part II Subpart VI - Training And Technical Assistance Needs

EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010

Training and Technical Assistance Needs

Choose up to 10 Priority Needs - Rate items 1-10 with 1 being most important

Advocacy/Leadship Development

General Overview	
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	

Applicable Laws

General overview and promulgation of various disability laws	
Americans with Disabilities Act	

Air-Carrier's Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
Assistive Technologies	
General Overview	
Data Collecting and Reporting	
General Overview	1
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
Disability Awareness and Information	
Specific Issues	
Evaluation	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	
Consumer Satisfaction Surveys	
Focus Groups	
Outcome Measures	

Financial: Grant Management	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	9
Financial: Resource Development	
General Overview	
Diversification of Funding Base	
Fee-for-Service Approaches	10
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
Independent Living Philosophy	
General Overview	2
Innovative Programs	
Best Practices	5
Specific Examples	
Management Information Systems	
Computer Skills	
Software	
Marketing and Public Relations	
General Overview	
Presentation/Workshop Skills	3
Community Awareness	
Network Strategies	
General Overview	

Electronic	
Among CILs & SILCs	
Community Partners	
Program Planning	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	4
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	
Team Building	
Outreach to Unserved/Underserved Populations	
General Overview	
Disability	
Minority	6
Institutionalized Potential Consumers	
Rural	
Urban	
SILC Roles/Relationship to CILs	
General Overview	
Development of State Plan for Independent Living	
Implementation (monitor & review) of SPIL	
Public Meetings	
Role and Responsibilities of Executive Board	7

Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	
CIL Board of Directors	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	8
Volunteer Programs	
General Overview	
Option Areas and/or Comments	
Screen 14 of 15	
<p>RSA-704 Part II Subpart VII - Additional Information</p> <p>EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010</p> <p>Section A - Other Accomplishments, Activities and Challenges</p> <p>Describe any additional significant accomplishments, activities and/or challenges not included elsewhere in the report, e.g., brief summaries of innovative practices, improved service delivery to consumers, etc.</p> <p>All accomplishments and challenges covered above.</p>	
<p>Section B - Additional Information</p> <p>Provide additional information, comments, explanations or suggestions not included elsewhere in the report.</p>	
Screen 15 of 15	
<p>RSA-704 Part II Subpart VIII - Signatures</p> <p>EASTERN SHORE CENTER FOR INDEPENDENT LIVING - 2010</p>	

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

Name and Title		Signed	Date Signed
Center Director	Shirley J. Tarbox Executive Director	Signed	12/30/2010
Center Board Chairperson	W. Fitzhugh Turner Board President	Signed	12/30/2010

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