



# 2018 ANNUAL REPORT

OCTOBER 1, 2017 – SEPTEMBER 30, 2018

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## A Message from the WVSILC Chairperson



Beverley Jones

This was a busy year for the WVSILC with several projects. We are now under the guidance of the Independent Living Administration (ILA) of the Administration for Community Living (ACL) in the US Department of Health and Human Services, which has brought new and different ways of operating, including adjusting the way we report the progress on the activities to achieve the objectives of the State Plan for Independent Living (SPIL).

The Disability History Essay Contest is a partnership with the WV State Rehabilitation Council and the WV Division of Rehabilitation Services that coincides with WV Disability History Week and is open to all WV high school seniors. This contest is designed to provide WV high school seniors with an opportunity to showcase their writing skills, share what they have learned about disability issues in their community, use their ability to form and express opinions, and perhaps to earn some money! Sadly the Essay Contest was not funded for FY 2019 but this year's winners are featured in a Special Edition of the SILC newsletter, The IL Edge, and in this annual report. We hope to be able to continue this valuable project in the future.

The implementation of the approved WV State Plan for Independent Living (SPIL) for federal fiscal years 2017-2019 began October 1, 2017. This report includes progress made on the goals and objectives in the SPIL during fiscal year 2018.

SILC have established a steering committee to plan and conduct a Youth Leadership Forum (YLF) in June, 2020. During the YLF youth with disabilities will be trained and educated about the independent living movement, disability pride and, advocating for themselves. Our youth members continue to attend trainings and conferences across the nation, write blogs that are published in newsletters and on websites, and actively work to continue the mission of the WVSILC. One of our youth members has won several national awards and is a leader on the National Council on Independent Living (NCIL) Youth Caucus and Education Subcommittee.

Respectfully,  
  
 Beverley Jones  
 WVSILC Chairperson

## 2018 West Virginia Statewide Independent Living Council



**Front row from left:** Kevin Smith; Beverley Jones – Chairperson; Kathi Young – Office Manager; Emily Robinson; Joyce Floyd; Mark Fordyce – Treasurer.

**Second row:** Aaron Jones – West Virginia Association of Rehabilitation Facilities; Ann McDaniel – Executive Director; Jerry Boyko – Program Assistant; Anne Weeks – CIL Directors Representative; Odessa Williams; Brenda Lamkin; Ardella Cottrell; Robert Roswall – Bureau of Senior Services.

**Third row:** Richard Ward – WV Division of Rehabilitation Services Representative; Aaron Morris; Nathan Parker; Cara Price; Michelle Norweck; Carissa Davis; Scott Gossard.

**Not Pictured:** William Blosser; Joshua Brown – Senior Manager, Asset Management, WV Housing Development Fund; Manuel Campos; Ariel Depp; Jadea Edwards; Dawn Embry-King – Coordinator of Intellectual Disabilities, Office of Special Education, WV Department of Education; Beth Morrison - WV DHHR, Bureau for Behavioral Health and Health Facilities; Marissa Sanders; Molly Spence; Cindy Tucker – WV State Rehabilitation Council Chairperson; and Bob Waybright.

**The West Virginia Statewide Independent Living Council**, is a private, non-profit corporation established to develop, jointly with the Centers for Independent Living, and monitor the implementation of the WV State Plan for Independent Living (SPIL), as mandated under the Rehabilitation Act of 1973 as amended in 2014. The SILC has chosen to incorporate as a non-profit organization to maintain its required autonomy from any state agency.

**Mission** - To ensure persons who have disabilities have access to community-based resources that promote personal choice and facilitate the achievement of their independent living goals.

**Vision** - To be a consumer-controlled council that is effective in leading a statewide independent living movement that empowers persons who have disabilities.

**Values** - The West Virginia Statewide Independent Living Council is committed to the following values: freedom of choice; diversity; respect for others; quality of life; equality; excellence; fiscal responsibility; self-reliance and self-sufficiency; and inclusion.

**Council Composition** - The Governor appointed Council is composed of thirty-one (31) individuals, twenty-four (24) voting members nominated by the Council after an application and review process, and seven (7) ex-officio, non-voting members representing various state agencies and/or providers. A majority of the council members are individuals with disabilities who are not employed by any state agency or center for independent living. The voting council members serve as the board of directors of the WVSILC, Inc. non-profit corporation. All policies governing the activities and operations of the SILC are made by the Board. ■

## State Plan for Independent Living (SPIL) 2017-2019 Progress Report

West Virginia is required to write and submit a new State Plan for Independent Living (SPIL) every three years for approval by the Independent Living Administration (ILA), Administration for Community Living -, U.S. Department of Health and Human Services for approval. The SPIL must be jointly developed and submitted by the SILC and the WV Centers for Independent Living (CILs).

The current SPIL covers Federal Fiscal years 2017-2019 and implementation of the new SPIL, primarily by the CILs, began October 1, 2016.

**Mission:** To ensure all West Virginians are valued equally and participate fully in their communities.

**Goal 1 – People with disabilities have access to the community-based resources they need.**

**Objective 1.1** People with disabilities outside a CIL’s service area will have access to independent living information and IL skills training on line through the virtual center for independent living.

### Action Steps and Progress:

**1.1.a.** Update virtual CIL website as needed to keep information current.

- Mountain State CIL (MTSTCIL) updates the website on a regular basis. Current issues are added to the home page and linked to the centers’ Facebook and Twitter pages.
- Information on contacting WV Legislators can be found in the advocacy in action section, which is an important link during the Legislative Sessions.
- Topics provided by the WVSILC, WVDDC, FSN, and others have also had email blasts that have gotten their message out to our email list, which then shows up on Facebook and Twitter.
- Pictures of consumers at their employment sites have been taken to update the ESD brochure, so this new look will be added to the website to

maintain continuity.

**1.1.b.** Research and attempt to locate additional funding to put more IL skills training modules on line.

- This continues to be an on-going objective, however, no additional research has been done on finding additional funding for modules; there are more pressing needs for fund raising at this time.

**1.1.c.** Conduct outreach activities to increase awareness of the virtual CIL

- There continues to be a constant presence on Facebook and Twitter linking people back to the virtual CIL. The Constant Contact platform allows us to send email blasts whenever we need to announce something. We need people to send us additional email addresses.
- Website cards providing information on the website are handed out at all presentations and displays in which the center participates.

**1.1.d.** Research the possibility of developing a mobile app to improve access to the virtual CIL by use of smart phones.

- Some preliminary exploration of this has been started. Depending on which group contacted, it could be fairly easy and affordable, or it can be extremely difficult and expensive. Additional information is needed on what the expectations are of the operation of the mobile app.

**Objective 1.2** People with disabilities will receive the necessary services to remain in their homes, thus diverting them from an institution.

- In October, Northern West Virginia Center for Independent Living’s (NWVCIL) youth advocate (Riley) conducted outreach at 5 high schools

in 3 different counties, created a DRS Youth Transition referral form that was sent to all DRS counselors in our area, joined NCIL's Education and IDEA subcommittee and did a presentation on Disability History week for Job Club in Morgantown attended by approximately 50 students with disabilities. NWVCIL also presented our annual disability awareness event at Morgantown High School which included 2 board of director's members and staff sharing personal stories of overcoming barriers and reaching personal goals. The presentations were attended by 54 juniors and seniors. In November our youth advocate participated in April's Youth Advocacy Committee call with Sierra Royster. Sierra has also been working with Riley on strategic planning for the development of NWVCIL's Youth Club. Riley also met with the community educator for Uni-care (Anthem) to develop a collaboration for assisting young adults learn about Medicaid and will be presenting at one of our upcoming Youth Club meetings.

In December, Riley also attended April's Youth Peer to Peer Mentoring training "Strengthening Youth Involvement in your CIL, held her monthly Self-advocacy training at Job Club attended by 25 students, and hosted our first Youth holiday party.

In January our transition advocate participated in Disability Advocacy Day at the Capitol, attended People First and Disability Etiquette training at CED and conducted outreach. Outreach was conducted at the Shack which is a low-income community center that serves youth from rural communities with after school and summer activities. Additionally, she met with WVU Office of Accessibility Services, local health departments and the Boys and Girls Club after school program hoping to reach more youth with disabilities. She also met with 40 students with disabilities that are part of Mon. County technical school job club, presenting on goal setting for transition from High school. In

February, Riley participated in NCIL's Education and Idea sub-committee call, participated in April's ADA Youth Training from April, and hosted our monthly Youth Club. Unfortunately, in March, Riley left employment at the center. A new transition advocate has been hired. Her name is Christine.

Additionally, we were able to work with one consumer who was going to be sent to a nursing facility if she did not have a ramp installed in her home prior to her discharge from the hospital. With brokering resources with the Olmstead office, CLSP and DHHR we were able to have a ramp built quickly, diverting her from an institution.

Since the transition advocate was new to her position, a good bit time was spent in orientation and training, then extensive outreach. Training included attending the Care Provider Symposium about ACES, in Martinsburg. Specific outreach focused on touching base with youth prior to the end of the school year. The transition advocate went to 5 high schools, 3 Community Rehab. Programs, Division of Rehab. Services covering 6 counties, conducted one self-advocacy training at MTEC, and attended two community pool parties conducted by local family resource centers. Youth club was suspended for the summer months as access to teens is dependent upon access to school systems. The transition advocate has created a youth club facebook page hoping to generate more interest in center activities. In the 2 months the page was up during this quarter, there were 1,530 views due to a facebook boost ad. Currently there are 30 on going members.

During the month of July, our transition advocate focused on completing a course on Assessing Risk and Diverting Institutional Placement offered by ILRU. During August, our transition advocate attended the Morgantown High School back to School resource event, as well as University High back to school. She also attended the Harrison County FRN fall meeting and the

Marion County Night to Unite event, explaining her services to the provider network for that county. This month we also had our Different Voices, Common Experiences month long art exhibit at the Morgantown Art Center. Due to Christine’s efforts, this is the first year we had youth to participate in the exhibit. One of the youth actually sold a piece of his work.

In September, the advocate attended the ILRU Youth based webinar, joined the Take Me Home advisory board making connections in the senior citizens provider network, participated in NCIL’s youth Committee call, and attended the Taylor County FRN, all in hopes of increasing awareness of transition services. Getting youth involved in CIL services and events remains a serious problem in spite of Christine’s outreach efforts. We are working with the WVU communications department to explore outreach and branding opportunities in hopes that our materials and social media outlets would attract more youth. In August NWVCIL appointed its first youth representative to the board of directors. Membership for the Youth facebook page grew to 42 followers.

**Action Steps and Progress:**

**1.2.a.** Provide assistive devices and equipment as needed to ensure a safe and improved quality of life.

- Appalachian Center for Independent Living:
  1. Constructed 9 wheelchair ramps
  2. Provided 5 lift chairs
  3. Completed 12 bathroom modifications
  4. Purchased 4 hearing aids
  5. Provided 4 wheelchairs
  6. Provided 7 assistive devices
  7. Completed 1 vehicle modification
- MTSTCIL’s CLSP program has provided a quad cane, triangle walker, a portable oxygen concentrator, a transport wheelchair, shower chairs, a rollator, walking cane, portable scooter, walkers, couch canes, weighted utensils, a toilet

riser and a security Pole during the first half of the year. Through the second half, 51 pieces of assistive technology were provided through the CLSP program including 31 aids to daily living, 1 communication device, 2 devices to increase computer access, 10 mobility devices, 5 position seating devices, and 2 visual aids.

**1.2.b.** Provide rehabilitation technology services as needed to ensure they remain in their home.

- ACIL conducted 28 home modifications and wheelchair ramp assessments
- MTSTCIL’s CLSP program provided rehabilitation technology to 15 people.
- NWVCIL’s CLSP program has provided rehabilitation technology in the form of home modifications to 23 individuals. In addition, 35 assistive technology purchases were made.

**Objective 1.3** CIL’s will continue to provide necessary core services within their service areas and serve people with disabilities who are not covered by Part C service area based on capacity.

**Action Steps and Progress:**

**1.3.a.** Provide the five core services in accordance with the standards and assurance for centers for independent living.

- ACIL provided advocacy to 81 consumers, skills training to 79 consumers, peer support to 9 consumers, transitional service to 3 consumers and provided 113 I&Rs.
- MTSTCIL: Since the beginning of the fiscal year, October 1, 2017 the CILSuite 704 report shows a total of 321 consumers that were carried over from FY 2017. There have been 217 new consumers added since October 1, 2017. That brings the total of people served since the beginning of FY 2018 to 538. A total of 184 CSR’s have been closed since October 1, 2017. There were 43 consumers requesting advocacy services and 43 consumers received those

advocacy services. There were 79 consumers requesting IL skills training services and 79 consumers who received those services. There were 1258 Information and Referral requests and 1259 I & R services received. There were 47 consumers requesting peer counseling services and 47 consumers received those services. There is currently 1 consumer who has requested transition services to move into the community and 0 who have successfully made the transition. There have been no requests from youth for assistance with transition from school to work services.

- NWVCIL responded to 768 information and referral calls this year. Additionally, 732 consumers received 2,327 core services ranging from advocacy, assistive technology, counseling and related services, housing and related services, skills training, peer support., self-care, self-advocacy and communication.

**Objective 1.4** People with disabilities will be served by (and/or bring attention to disservice of) Medicaid Waiver services.

**Action Steps and Progress:**

**1.4.a.** Provide advocacy services to assist consumers in filing complaints related to waiver services.

- ACIL filed an accessibility complaint against a local Family Dollar Store and began legal proceedings.
- MTSTCIL has not received any request to assist with filing complaints this fiscal.
- NWVCIL assisted 3 consumers waiver issues. One member was continuously denied services over one box not being check in his plan. After months of advocacy, that box finally got checked and he now has in home services. The other two consumers were questioning the budget cuts and changes to their allotments. We were able to successful explain the changes and negotiate the extra mileage she needed to address her needs. One consumer who is in what feels like

constant need of advocacy services to obtain the full benefits of the waiver services he was approved for. The primary issue is controlling his diabetes and getting his nursing needs met. Due to the restriction in hours he has been forced to take in a roommate to get the staff coverage he needs. He is not happy with this roommate assignment as he has no choice in picking his roommate. Staff attended the Medicaid Waiver public meetings to become aware of the changes in the program for the coming year.

**Objective 1.5** Consumers have access to the health care they need.

**Action Steps and Progress:**

**1.5.a.** CIL directors will develop a partnership with the WV Bureau of Senior Services (BoSS), who operates the state health insurance assistance program (SHIP).

- ACIL: This program has been dissolved however; we completed all the requirements in the Memorandum of Understanding and our goal has been met.
- MTSTCIL: It has come to our attention during a WVCIL meeting that NWVCIL is still making referrals to BoSS for the SHIP program. While their funding has been cut, BoSS has still been accepting referrals primarily to the CLSP consumers.

**1.5.b.** CILs will develop an MOU with BoSS to establish partnership, roles.

- ACIL: This action step has also been completed in collaboration with the Bureau of Senior Services and WVCILs. A memorandum of understanding has been developed and signed by each Director. This memorandum outlines each participants responsibility and overall mission of our involvement with the SHIP Program. This program was dissolved after completion of all requirements in the Memorandum of Understanding.

- MTSTCIL: It has come to our attention during a WVIL meeting that NWVIL is still making referrals to BoSS for the SHIP program. While their funding has been cut, BoSS has still been accepting referrals primarily to the CLSP consumers.

**1.5.c.** Training provided to WV CILs and implementation strategies for how to educate consumers on the resources available through SHIP, how they can be accessed.

- ACIL: This program was dissolved however; we completed all of the requirements in the Memorandum of Understanding.

**1.5.d.** Facilitate the referral process to SHIP.

- ACIL: This program was dissolved after completion of all requirements in the Memorandum of Understanding.
- MTSCIL: 2 individuals were referred to the SHIP program

**1.5.e.** Develop collaborations with other entities (such as the Family to Family program at WVU CED) to facilitate access to health care.

- ACIL staff person assisted people with disabilities in obtaining a Hepatitis A vaccine at an event sponsored by the Kanawha county health department at the Civic Center.
- NWVIL continues under contract with DHHR to serve as the fiscal agent for their TBI, Family Support, and unmet needs programs. NWVIL serves on the review committee for the unmet needs project, monitors expenditures ensuring compliance with program guidelines. NWVIL is continuing with its relationship with the state Assistive Technology project, administered by WVU CED.

**Objective 1.6** Emergency managers and people with disabilities have access to disability specific planning

and preparedness resources.

**Action Steps and Progress:**

**1.6.a.** Identify and/or implement on-line materials for use by CILs and other service providers to educate people with disabilities about being prepared for a disaster including:

- Information for consumers that increases their knowledge regarding access to available services during and after a disaster.
- Information on preparedness, such as how to make an emergency plan and kit.

- ACIL continues to maintain emergency preparedness information, emergency kits and links to other partners on our website.
- MTSTCIL: There is a safety module on the website which includes fire, home, and personal safety. There is some information on preparing an emergency kit and home emergency plan, and keeping safe at home and in the community. There needs to be updated information added on emergency preparedness; what to do in a community wide emergency, including shelters and transportation and medications. Assigned staff continues to meet with FEMA and VOAD representatives and participate in teleconference calls when scheduled. One staff member participated in the Beckley Citizens' Police Academy, discussing emergency planning, toured the 911 center and received a bag of information from READY.org that is available at our display at the center. Huntington participated in a presentation from the Director of Homeland Security for their region discussing flooding, dangers, preparing for, do's and don'ts, and locating emergency shelters that may be set up for people who need them. Beckley consumer had training with a guest from the fire department to discuss the best Escape Plan at the center if there was a fire. An update on emergency preparedness is planned for the website.



- NWVCIL: We now have a representative on the Grant, Hardy, Pendleton Families Issue Task Force representing people with disabilities. They are currently working on emergency preparedness in this area. Jess has been ensuring that people with disabilities are considered during this planning process. Emergency management is now being incorporated in to our home ownership counseling class. There is a particular emphasis on protecting your personal finances during a disaster. The Consumer Financial Protection Bureau publishes a good checklist (Your Disaster Checklist) that is being used to assist consumers to understand the importance of collecting, copying, and storing their financial information to avoid problems and recover faster after a disaster. NWVCIL has obtained additional resources from the Consumer Financial Protection Bureau and now have workbooks available to consumers to assist with emergency preparedness and document retention. We continue to do outreach to FRNs and community based organizations doing emergency preparedness activities within their communities to ensure that people with disabilities are included in there thinking.

**Objective 1.7** Disability inclusion is built into all aspects of emergency management.

**Action Steps and Progress:**

**1.7.a.** Establish partnerships with state emergency management.

- In addition to maintaining a presence on several local emergency committees, one ACIL staff person serves on the Functional Needs Assessment/Vulnerable Population Committee. This committee has developed a work plan on how to reach vulnerable population such as people with disabilities, non-English speaking people and those in rural communities. Their plan has been shared with other groups such as

WV CED who wish to implement a similar plan for their program.

- Two staff members are members of the local emergency planning team, which includes state emergency personnel and one attends meetings twice a month, while the other participates in regular teleconferences. Beckley has an ongoing relationship with the Fire Department management. One of the captains actually worked at the center as the administrative assistant prior to leaving to fulfill his life long dream of becoming a fireman. He is now a Captain in the Beckley Fire Department. He spoke at Beckley's 30th anniversary diner and has offered to assist with fire prevention classes. Huntington has a developing relationship with the Fire Chief in Huntington due in part to a consumer who continues to invite her to all our functions. She is also the sister of a Vet Tech at the CEO's veterinary clinic and maintains contact through there.

**1.7.b.** Locate and/or develop an annual work plan collaborating with federal, state, and local agencies to coordinate, educate, and conduct outreach efforts regarding emergency preparedness.

- ACIL staff continues to attend the Kanawha-Putnam Emergency Planning Committee meetings. The Kanawha County Threat Preparedness Partnership. We are also participating with the Kanawha Multi-Agency Planning and advisory Committee to develop a survey of venerable populations. The survey will be conducted on a local level and hopefully expanded to state wide. This is an ongoing effort. Preliminary work has begun to try to set up a meeting with General Hoyer regarding funding for Emergency Preparedness activity. ACIL developed a summary of the services and assistance we provided to flood victims with disabilities during the 2016 flood. Each Center was to submit a summary to the SILC Director to enable us to discuss the role CILs could play

during a disaster.

- MTSTCIL: While there is nothing to report this quarter on developing a work plan, after the President/CEO attended a meeting of WV VOAD to discuss with them accessibility for housing while working with displaced people with disabilities due to several floods in WV; she has received several technical assistance calls requesting information on resources, ideas, and durable medical equipment.

**1.7.c.** Become actively involved in state emergency management and provide disability related input.

- ACIL remains to be a strong presence on the Kanawha-Putnam Emergency Planning Team. We have also renewed our membership with WV VOAD and continue to participate in FEMA calls when they are scheduled. We have also been researching the possibility of funding through mitigation grants, and gave input for a training that Kelly Simpson was giving to FEMA workers.
- MTSTCIL try to participate in all disaster drills so various aspects of special needs for people with disabilities can be considered. The centers continue to provide classes on emergency preparedness to consumers. One staff member was appointed to the Mayor's Committee on Diversity to ensure people with disabilities voices were heard. It is important to be at the table because while each diverse group may have their specific issues, there are people with disabilities in each diverse group.

**1.7.d.** Promote independent living participation in local and state emergency planning, preparedness, and response activities.

- ACIL: Preliminary work has begun to try and set up a meeting with General Hoyer regarding funding for Emergency Preparedness activity. ACIL developed a summary of the services and

assistance we provided to flood victims with disabilities during the 2016 flood. Each Center was to submit a summary to the SILC Director to enable us to discuss the role CILs could play during a disaster.

- MTSTCIL: The potential for flooding in WV as a result of the hurricane prompted the reactivation of the daily calls with FEMA. Fortunately, WV was not hit as hard as anticipated, thus the calls were discontinued.

**Objective 1.8** The WV CILs and the SILC will collaborate to conduct systems advocacy to improve availability of and access to community-based resources for people with disabilities.

**Action Steps and Progress:**

**1.8.a.** Expand collaborations with other programs and entities.

- Nothing to report

**1.8.b.** WV CILs will address issues specific to their local service areas.

- Nothing to report

**1.8.c.** WV CILs and SILC will coordinate state level advocacy efforts.

- ACIL has distributed a history of the non-emergency transportation project we have been working on. We now have a sponsor and several cosponsors for an amendment to this Bill for this legislative session. ACIL learned that due to changes last year we will be able to provide NEMT services without going through the public service commission. We have begun the process of developing out contract. ACIL has entered into a contract with LogistiCare to provide non-emergency transportation to Medicaid recipients. This was an extensive process requiring several trainings and securing

proper insurance coverage as well as purchasing an additional van. It is our hope this will generate substantial resources to supplement our programs budget.

- NWVCIL continued to participate in the FairShake legislative committee meetings to set the policy agenda for 2018. NWVCIL's primary issue remains accessible, affordable housing. Additionally, being able to age in place is obviously a high priority for our consumers. To be able to assist more consumers in addressing their home modification needs, NWVCIL applied for and was awarded a \$650,000 grant from the Federal Home Loan Bank of Pittsburgh. We also received notice that we have been refunded by HUD to serve as the state's only private, Fair housing enforcement agency to work with the state's Human Rights Commission in fighting housing discrimination. NWVCIL attended the Fair Shake Training and Advocacy Day at the capitol. NWVCIL's executive director participated in a panel and discussed the state of housing in WV and educated participants on the importance of participating in their community and/or state mandated activities centered around assessing and affirming fair housing in their communities. NWVCIL will also be collaborating with the state Human Rights Commission's Housing Fair during Fair Housing month. Much of our advocacy efforts while at the capitol focused on funding issues related to the many programs that are utilized by people with disabilities being targeted for funding cuts.

Unfortunately, due to circumstances beyond our control, NWVCIL will NO LONGER be the state's Fair Housing Enforcement entity. All future fair housing discrimination cases must be sent directly to HUD or the state Human Rights Commission.

The center's community integration specialist did an ADA compliance survey on a fee for service bases for the WV University Internet

systems, WV NET.

Although not an advocacy issue per se, NWVCIL hosted an Able Act training being provided by the State Treasurer's office. Extensive outreach was conducted to get consumers and family members to participate in the training in an attempt to increase enrollment. Additionally, the center participated in the National Call in day for MFP/Olmstead. In response to NCIL's request, NWVCIL staff and consumers were ask to put pressure on Senator Manchin's office regarding HR 620, trying to get Manchin to sign on to the Tammy Duckworth's Dear Colleague letter regarding the ADA education and reform act. Although I was promised a response many times when calling, he never did sign on or provide an explanation as to why he did not join this fellow Democrats publicly stating his objection to this bill.

NWVCIL had 5 staff that attended NCIL and served as the state coordinator for setting up legislative visits while in DC. Primary issues discussed was IL funding, threats to the ADA, pain management during a drug crisis, housing issues, as well as other NCIL priorities.

## **Goal 2 – Independent Living services are available and operate efficiently.**

**Objective 2.1** CIL directors will meet quarterly to provide each other with technical assistance, develop advocacy strategies, assist with problem solving and share resources for efficient service delivery.

### **Action Steps and Progress:**

**2.1.a.** CIL directors will meet quarterly to provide each other with technical assistance, develop advocacy strategies, assist with problem solving and share resources for efficient service delivery.

- WVCIL held a meeting on November 1, 2017. We were introduced to Richard Ward who is the new IL Liaison for WVDRS. Mr. Wards supervisor Aaron Toppin and Assistant Director Susan

Weinberger were also on the call. We began a discussion on how relationships and DRS could be strengthened.

The WV CILs met via a conference call. We discussed disability advocacy day, NEMT transportation Bill, billing issues with DRS and quarterly reporting. We also began a discussion regarding self-advocacy training.

WVCIL Directors met via conference call on April 10, 2018. We discussed the quarterly report format for the SPIL and decided to use the method that Anne Weeks uses. We also discussed indicators on the SPIL monitoring the requirements. Emily Robinson also participated on the call and spoke about youth services. We also discussed at length, with Richard Ward and Angela Walker the initiative for each CIL to develop a Self-Advocacy Training for Youth. Each Center agreed to develop and submit a proposal.

WVCIL held a meeting in October where Richard Ward discussed the annual CLSP report format. There was also extensive discussion regarding the way we receive Title VII and State IL funds. It is changed from getting the Centers money upfront to a reimbursement. This creates huge problems for the CILs. The group also reviewed our CLSP Policies and Procedures and our WVCIL Fee Schedule. We were also given a WV SILC meeting update.

**2.1.b.** Conduct an annual policy review to ensure consistent implementation of the community living services program, updating as needed to address new evolving unmet needs and issues.

- ACIL: Our CLSP policies were reviewed and updated at the November meeting of 2017. WVCIL conducted an annual review of the CLSP Policies and Procedures and our WVCIL Fee Schedule at our October meeting.

**2.1.c.** Conduct an annual consumer satisfaction survey of all CIL consumers.

- ACIL received our consumer satisfaction survey report as well as a joint report for WVCIL. The SPIL team reviewed the results of our annual consumer satisfaction survey to assist us in developing the New State Plan.
- MTSTCIL: A meeting was held with the WV CIL management, the SILC staff, and the evaluator to ensure everybody had the same working knowledge of what was needed to provide an accurate list of consumers served during the reporting year. The staff spent 55 hours completing the necessary consumer lists for services provided in FY 2017 for the WVSILC to mail surveys to and for the evaluator to identify 50 people to call to add information to the survey. Information was provided to WVSILC in October and November 2017. Public Forums were conducted in both Beckley and Huntington to gather information from stakeholders in order to use the information when developing the new SPIL. The SILC also conducted an on-line survey and staff encouraged consumers to answer the questions as well as completing the survey themselves.

**2.1.d.** Maintain [www.mtstcil.org](http://www.mtstcil.org) database of resources available.

- MTSTCIL: This action step could actually be eliminated as the search engine on the website is now Google, so it was decided to provide direct access to Google search through the website, so Google would be responsible for any updates.

**2.1.e.** Individual CIL's will obtain consumer feedback periodically and/or following events and activities.

- ACIL: Our Center continues to use outcome feed back forms after we conduct activities such as recreation outings for support group. Consumers are also free to discuss issues at anytime with ACIL staff.
- MTSTCIL: "Consumer Request and Outcome

Feedback” forms are completed by consumers after every activity and event as well as at the completion of their service received by the CLSP program. Consumer suggestion cards are always available at the centers, and periodically workshops are held in conjunction with calendar planning to gather consumer feedback. Huntington hosted a Public Forum with Disability Rights of WV. They invited stakeholders in the community as well as our consumers to participate in a feedback opportunity to assist with their upcoming advocacy goals for their strategic plan. MTSTCIL gathered information as feedback, also, to use in our next work plan to be prepared for the Program Performance Review (PPR) (704 Report).

The Beckley center made an effort to have consumers fill out the consumer comment cards during this quarter. A total of 14 cards were completed. In addition to reflecting a positive result for staff friendliness and helpfulness; as well as appreciating the provided transportation; there were several classes mentioned they would like to have. The classes including information on Living Wills, Art, Cooking, Math, Reading, Budgeting, Fundraising, and Pet Safety.

- NWVCIL continues to share in the expenses for the statewide consumer satisfaction survey as well as assess consumer satisfaction at the time of case closure, obtain feedback from outreach venues, conduct evaluations for training opportunities all gear to ensure we are providing consumers with the information and services they need. Results of consumer satisfaction survey will be shared with the board of directors at the next meeting later this month. Because we have our own website and social media sites we do not participate in MTSTCIL’s website. During the 2nd quarter, we had 21,940 visits to our website, 366 likes and 2,346 engaged users on our facebook page, that reached 28,177 individuals. The Twitter account had 1,284 impressions.

Center directors and Richard Ward, DRS liason met in April and discussed quarterly reporting, Indicators for SPIL goal monitoring, Emily Robinson spoke on youth services, and Richard discussed DRS’s proposal to see if CILs were interested in providing self-advocacy training to transition youth as a fee for service. Each center put together a proposal on what we could offer at what rate, etc. Unfortunately, NWVCIL did not receive any referrals for this training that was scheduled for a week in Elkins and a week in the Morgantown area. We also provided the SILC with information for the CTC grant and the IL improvement package.

Due to us no longer being a Fair Housing enforcement entity, the Fair Housing Action Network facebook and websites have been closed down. NWVCIL’s website had 3,567 visits and the face book page reached 2,791 folks with 4,916 impressions.

The CIL directors met in July to discuss hill visit strategy for the NCIL conference and to discuss possible indicators that would assist the SILC in monitoring goals within the SPIL. During the 4th quarter, we had 19,570 visits to our website, 1,781 twitter impressions, and reached 5,968 people on facebook.

**Objective 2.2** WV CILs are in compliance with the Federal Standards and Assurances for centers for independent living, and WVCIL peer reviews indicate compliance with all 6 of the Standards and Assurances in Section 725 of the Act.

#### **Action Steps and Progress:**

**2.2.a.** WVCIL will use CIL Suite to track compliance with the Standards & Assurances.

- ACIL continues to use CIL Suite to collect demographics and other information to ensure compliance with standards and indicators.
- MTSTCIL: CILSuite demographics and narratives track compliance with the Standards and Indicators. Staff is encouraged to send

information to the assistant to the CEO to include in the current FY narratives for preparation for the next 704 Report. The Office Manager in the Beckley office conducts weekly reviews of the 704 Report sections so staff can provide information as it is accomplished and she is putting it in the narrative section for next year.

**2.2.b.** WVCIL will use CILSuite to measure implementation of work plans.

- ACIL: Our Center has struggled with getting CIL Suite to track work plan accomplishments. We normally have to track these activities outside of CIL Suite for the 704 Report.
- MTSTCIL: The quarterly meeting to review the work plan was not held until the new fiscal year (October 2018). Beckley is including the work plan objectives in their weekly 704 accomplishments review. Huntington has started completing weekly accomplishments reviews as well, but final accomplishments were discussed by both centers in October 2018.
- NWVCIL staff met early in November to review the work plan for the new year. The new community tables were developed for meeting standards for community education and outreach goals. We also discussed consumer satisfaction surveys and felt if we could notify consumers as to when they were coming, just perhaps they would be more inclined to return them. Each staff meeting is used to review the work plan as established for the 704 report. Deficiency are noted and activities are planned to address those deficiencies ensuring we are meeting our projected goals. Unfortunately, we have not been successful at using CIL suites to track these activities thus have requested technical assistance training from the provider. This will be scheduled in the near future. We continue to use CIL suites to track consumer data, goals set and met, information and referral

tracking but not community activities. Our community activities are tracked utilizing a google system for data community activities outcomes which are then reported in the 704 narratives. Each staff meeting has established time to review the work plan for target efforts to reach goals and objectives. Bimonthly staff meetings were held throughout the quarter that includes reviewing the center’s work plan to evaluate where we are with meeting goals. Adjustments are made to work schedules to ensure the best possible outcome for each projected goal. We are just now beginning to gather data for the 704 report that will document compliance with standards and indicators and will be provided to the SILC upon completion.

**Goal 3 – All West Virginians with disabilities have access to a CIL.**

**Objective 3.1** All CILs in West Virginia meet the Federal Standards and Assurances for centers for independent living.

**Action Steps and Progress:**

**3.1.a.** Establish criteria for eligibility to receive CIL funding (tie back to WV IL Act and WIOA Regulations).

- No reportable activity to date.

**3.1.b.** CIL directors will participate in WVSILC initiative to establish a monitoring tool that defines a CIL that is not funded by HHS or Part B funds.

- No reportable activity to date.

**3.1.c.** Research how other states are establishing criteria for a CIL not funded by Title VII, Part B or Title VII, Part C.

- No reportable activity to date.

**Objective 3.2** A Center for Independent Living line

item is established in the State budget by September 30, 2019, to provide funding for the operation of CILs that comply with the West Virginia Independent Living Act and with the Standards and Assurances in Sec. 725 of the Act.

#### Action Steps and Progress:

**3.2.a.** WV CILs, WVSILC, & partners will work with governor's staff to establish centers for independent living line item.

- No reportable activity to date.

**3.2.b.** WV CILs, WVSILC, & partners will work with budget/Finance committee staff to establish independent living line item.

- No reportable activity to date.

**3.2.c.** WV CILs will organize consumers' advocacy efforts for increased funding for Independent Living Services.

- NWVCIL: Legislative training for consumers have been held in both centers to ensure consumers are aware of our legislative priorities, how to talk to Legislators, proper dress, etc. in anticipation of the 2018 Legislative Session. Both centers staff and consumers attend most scheduled FSN meetings to keep up with the advocacy efforts of the disability community in the state.

Both centers participated in the 2018 Legislative Session. Staff and consumers attended the FSN weekly meetings. Staff made appointments with representatives throughout the session in order to discuss the 2018 Disability Agenda. Both centers were unable to attend neither the FSN Legislative Training Day nor the Disability Advocacy Day at the Capital due to snow. Both centers attended the FSN meeting on March 28th.

One staff member attended Events Committee meetings on April 4th, May 2nd and May 23rd.

There were 2 staff that attended; 6 consumers and 2 consumers who are MTSTCIL board members.

Staff and consumers from both centers attended the FSN meetings on July 25th and September 26th.

**3.2.d.** WV CILs and WVSILC will Collaborate with FSN (Fair Shake Network) on advocacy efforts.

- ACIL staff attended a Fair Shake legislative training and legislative day at the capitol.

The complete SPIL may be found at [www.wvsilc.org](http://www.wvsilc.org). ■



Northern West Virginia Center for Independent Living

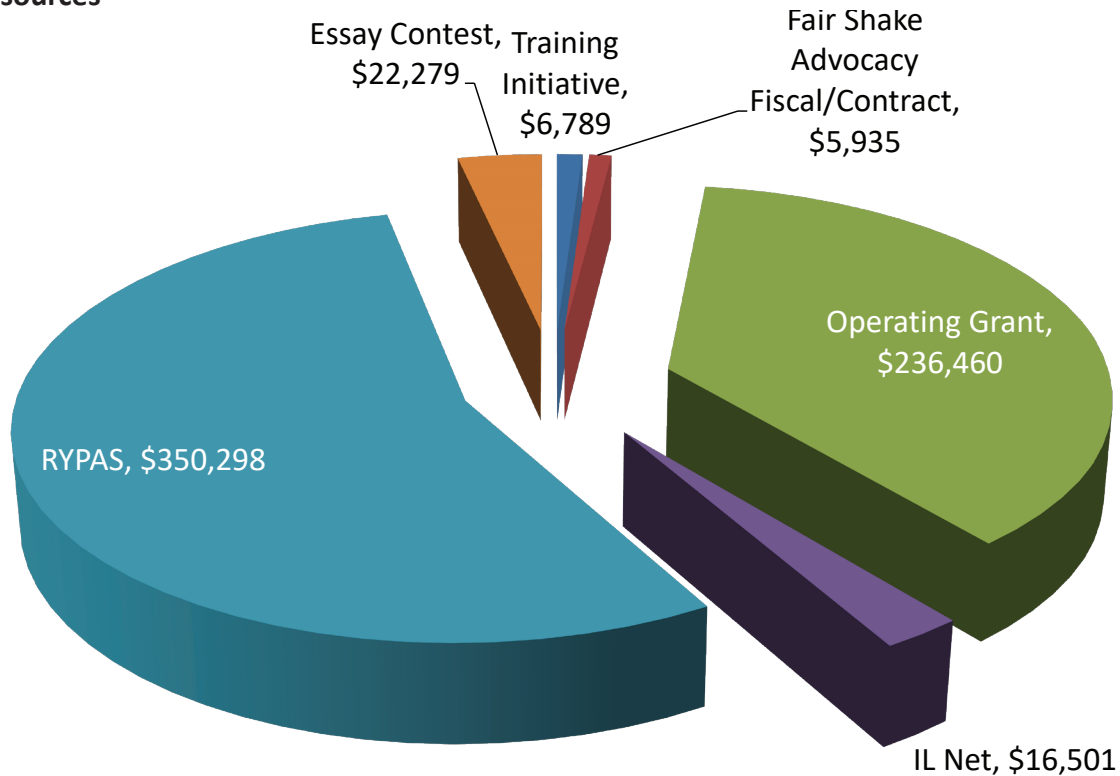


Centers for  
Independent  
Living



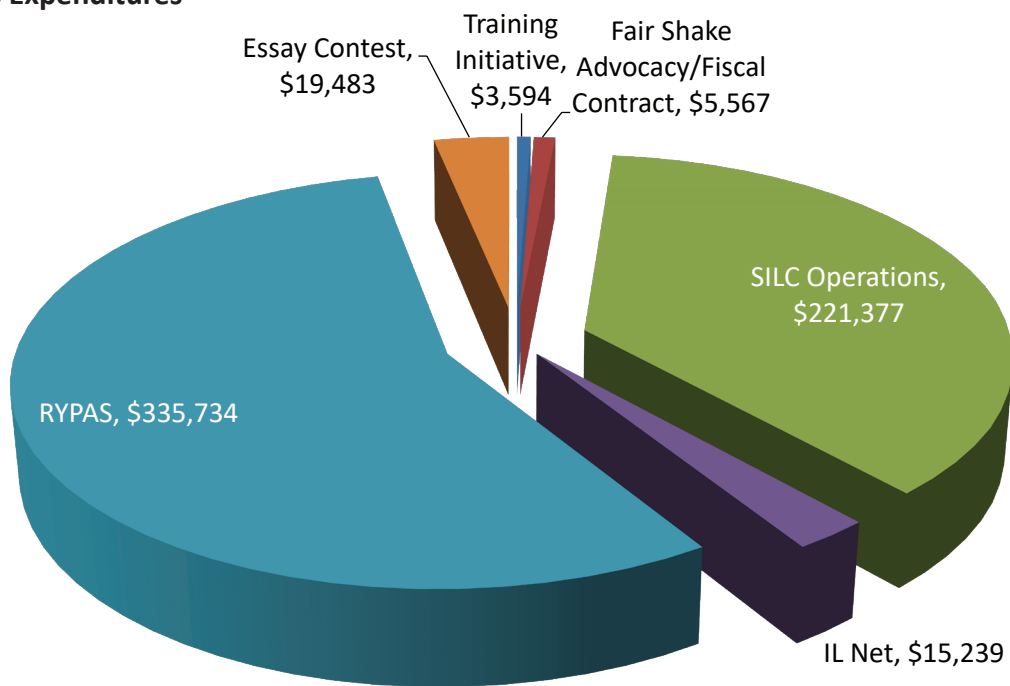
## Financial Information

### 2018 Resources



Total Resources: \$638,262

### 2018 Expenditures



Total Expenditures: \$600,994



# Consumer Satisfaction

## REPORT OF SURVEY FINDINGS October 2017 through September 2018

The WV Statewide Independent Living Council conducted a survey of consumer satisfaction with Independent Living services in West Virginia. The survey was developed several years ago, as a tool for collecting information on consumer satisfaction. It was revised in 2016 to more accurately reflect the information needs of the Council and to reduce the response burden for consumers who complete the survey. Consumers are asked to rate their level of agreement with statements about the independent living services they received. Consumers are also asked about specific services and the impact of those services.

The surveys were distributed to consumers who were served during the October 2017 to September 2018 time-period. The Council staff received contact information for each closed case and open case from each CIL. These lists were randomly sampled with replacements until a total of 50 telephone surveys were completed. All others on the lists received mail surveys early in 2019.

A total of 395 surveys were mailed to consumers. Thirty-four were returned as undeliverable and 2 were returned indicating that the client was deceased. Therefore, 359 consumers received surveys. Of these, 41 completed and returned the mail surveys. All surveys were conducted using the same instrument. A total of 91 surveys were completed. Thus, the response rate was 22% (91/409). This report summarizes the responses of those 91 surveys and details the findings for the 2017-2018 program year.

### Type of Program

Each of the surveys contained codes for the programs in which consumers participated. There were 64 people served through the Community Living Services Program, 19 people in the Title I-Part C program, 4 who participated in Title VII, 2 participated in the Peer Support program, and 2 people in the Employment Services Division program.

## Type of Disability

The consumers were asked to indicate their disability. There were 84 people who listed a disabling condition (e.g., Diabetes) or a description of their disability (e.g., “Blown knees”). There were 47 people who indicated that they have a motor-related disability (56% of the sample). Sensory disabilities (13 people) represented 15% of the sample, Cognitive disabilities were reported by 6% of the sample (5 people), Cardiac/Respiratory disabilities and Mental Health conditions (4 people) were each reported by 5% of the sample, There were 11 people (13%) who reported Various combinations of disabilities (e.g., Bi-Polar and back injury) or Other disabilities (e.g., Cirrosis).

Type of Disability	Respondants	Percent
Mobility	47	56%
Sensory	13	15%
Cognitive	5	6%
Cardiac/Respiratory	4	5%
Mental Health	4	5%
Various/Other	11	13%
<b>Total</b>	<b>84</b>	<b>100%</b>

The Motor category included people with problems related to walking, Cerebral Palsy, amputation, arthritis, and other movement limitations. The Sensory category included vision and hearing impairments. People reported Cognitive impairments including autism, Learning Disabilities, and dementia. The Cardiac/Respiratory category included COPD and heart problems. The “Other” category includes conditions such as kidney disease and “very poor health.” The “Various” category included people who reported having more than one disabling condition.

### Satisfaction Items

The Satisfaction Items were revised 2016 to provide necessary information about consumer satisfaction and to make items clearer to responders. The consumers were asked to rate their agreement with a series of seven statements about their interactions with independent living services. They used a Likert-type scale that ranged from Strongly Agree to Strongly Disagree with options to indicate that they were neutral or that the item was not applicable.

### All Consumers

Table 1 lists the percent of responders who agreed or strongly agreed with each of the survey items. Column 1 presents the text of the item, Column 2 contains the response from the 2015-2016 survey, Column 3 contains the response from last year’s survey, and Column 4 contains the current percent of responders who agreed or strongly agreed with each item.

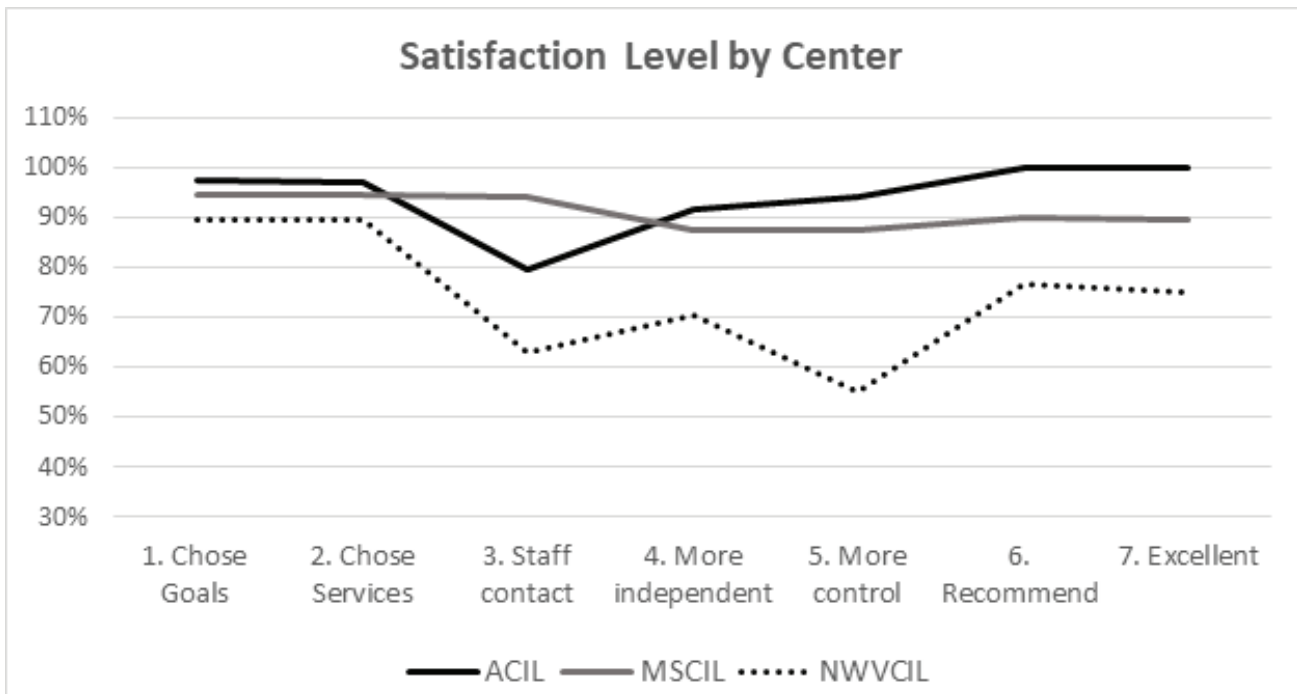
As may be seen in the previous table, 5 of the 7 items were rated at least 90% agreement. “The staff stayed in contact with me, so I knew what was happening with my services” was rated at 83% agreement. “The services I got helped me be more independent” was rated at 89% agreement. The ratings are relatively high, and similar to the last 2 program years. Differences in sample size may contribute to this fluctuation in scores. In addition, the percentage of Open versus Closed cases impacts reported levels of satisfaction.

Consumer Satisfaction Ratings			
Satisfaction Item	% Agree / Strongly Agree		
	2015-16	2016-17	2017-18
1. I chose my own independent living goal(s).	95%	98%	<b>97%</b>
2. I chose the service(s) I needed to meet my goal(s).	95%	98%	<b>97%</b>
3. The staff stayed in contact with me so I knew what was happening with my services.	87%	83%	<b>83%</b>
4. The services I got helped me to be more independent.	92%	90%	<b>89%</b>
5. I have more control over my life now.	92%	89%	<b>90%</b>
6. I would recommend this CIL to my friends and family.	95%	92%	<b>94%</b>
7. Overall, the services I received from the CIL were excellent.	93%	91%	<b>94%</b>

Table 1

### Consumers of Various CILs

Of the 91 completed surveys, 50 responses were received from consumers of the Appalachian CIL, 18 responses from the Mountain State CIL, and 23 responses from the Northern WV CIL. The following graph compares the responses to the satisfaction items by CIL. Given the wide variation in the number of responses per Center, caution should be exercised in interpreting this graph.



## Services Received

The survey recipients were asked to indicate which IL services they had received. There were 74 people who indicated that they had received at least one service. The following table lists the types of services they said they received.

The consumers reported receiving a variety of services. They most often reported receiving help with referrals to other agencies or people, assistive technology devices, and home modifications. These were also the most-often reported services during the previous 3 years. Some services are used less often than others, but low-incidence services (e.g., helped me find a place to live, peer support) may be life-changing for the person who needs that service. It may be important to examine the breadth of services provided along with the absolute incidence of a specific service.

There were 51 people who received 1 to 3 services, 18 people received 4 to 6 services, and 5 people received 7 or more different services. This variation in the number and type of services received has been noted across the years and may be an indicator that services are individualized to meet client needs.

Type of Service	Consumers
a. If I had a problem, they stood up for me or helped me stand up for myself	25
b. The CIL staff put me in touch with other agencies or people who could help me.	35
c. I received items that help me do things I need to do.	39
d. They helped me find another person with a disability I could talk to.	7
e. They gave me information about how to take better care of myself.	23
f. They taught me how to make choices to improve how I live.	16
g. They taught me new skills I wanted to learn.	16
h. They helped to make my surroundings more accessible (ramps, lifts, hand rails).	37
i. They helped me to find a place to live.	2
j. They helped me to get transportation to all the places I needed to go.	13

The Consumer Satisfaction Survey Report for fiscal year 2018 can be found at [www.wvsilc.org](http://www.wvsilc.org). ■

## 2017 Disability History Essay Contest

The SILC is very pleased to share the winners of the 2017 Disability History Essay Contest. The contest has been held each Fall corresponding to WV Disability History Week in October. The awards were presented to each winner at their high school's Senior Awards Ceremony in May 2018. All high school seniors in West Virginia are eligible to submit an entry, and this year we received the most entries since the contest began in 2012!

The top award is presented to the state winner, and awards may be presented to first place and second place entries from six Districts of our state. This year, the authors of the winning essays received an engraved key chain and, thanks to a generous grant from the WV Division of Rehabilitation Services, a check for the amount of their award as follows:

State Winner - \$3,000  
District 1st Place Winners - \$1,500  
District 2nd Place Winners - \$750

The theme for the contest this year was, *"How Technology has Removed Barriers and Improved The Lives of People With Disabilities"*. This section of the annual report includes the state winning essay, photos of the authors, information about their schools, and a bit of information to help you get to know these students.

Congratulations to all the winners! We hope this contest continues to motivate high school seniors to not only submit an entry, but to learn more about disability history and how the disability rights movement has changed our world and our lives.

### Previous State Winners



**Heidi Dennison**  
2012 State Winner  
Nicholas County  
High School



**Alexandria Rundle**  
2013 State Winner  
East Fairmont  
High School



**Mason Ryck**  
2014 State Winner  
Robert C. Byrd  
High School



**Blake Huffman**  
2015 State Winner  
Winfield  
High School



**Lindsey Beane**  
2016 State Winner  
Hurricane  
High School

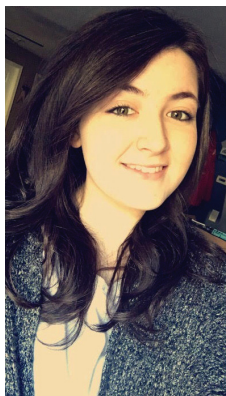


## District Winners

**Maggy Criser**, is a graduate of Ripley High School. She participated in several school activities such as basketball, band, and track. She is a member of Rho Kappa, Mu Alpha Theta, and was the secretary of the National Honor Society. Her GPA was 4.15 and she enjoyed taking advanced/AP classes. She is very inspired by those with disabilities with the Special Olympics being one of her favorite events to volunteer for. She has volunteered with the Special Olympics since the sixth grade and the athletes have become like family to her. She has been employed since receiving her work permit at 14 years old, which allowed her to travel with her school to countries such as Italy, Spain, Australia, and New Zealand. She plans on attending West Virginia University in the fall majoring in Exercise Physiology. She also plans to pursue a medical degree so she can join Doctors without Borders and travel the world helping those in need.



**Katelynn Miller**, is a graduate of North Marion High School. She has been employed at Cracker Barrel Old Country Store, as a Hostess and Skill Trainer for the past two years. In her spare time, she enjoys reading and spending time with her family and friends.



She plans to attend Fairmont State University and major in Nursing. She's very excited to begin this new chapter in her life and looks forward to seeing what the future holds.

**Keelin Howes**, is a 2018 graduate of Buckhannon-Upshur High School. She was a four year member of the Buckhannon-Upshur Marching Band and the Symphonic Band. In addition to her musical interests, she was also a member of Educators Rising, Friends of Rachel, and the Youth Leadership Association. Throughout her tenure at Buckhannon-Upshur High

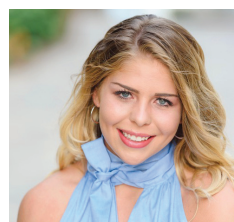
School, she took Advanced Placement courses and fine arts classes that helped her prepare for college and explore her creative outlets. During her spare time, she enjoys reading, writing, drawing, and her musical talents by playing her clarinet, guitar, ukulele, and piano. She plans to attend Glenville State College in the fall to work on her Bachelor's Degree in English, with aspirations of pursuing a career in journalism, writing for a newspaper, magazine, or blog. She hopes to be an inspiration to the youth that follow behind her so they will pursue their dreams and realize that they can accomplish anything in this big chaotic world.



**Alanna Cervenak**, is a graduate of Brooke High School, where she was as a four-year-member of the marching band, and also participated in Jazz Band, Concert Band, Percussion Ensemble, Color-guard, and acted as Co-Captain for the Percussion Section her senior year. She challenged herself with Honors and Advanced Placement classes, and recently completed classes at West Virginia Northern Community College while finishing high school. Her academic awards achieved at Brooke High School include, the bronze, silver and gold academic pins, Principal's Honor Roll, and membership within the National Honors Society. Maintaining her GPA was a top priority despite her busy schedule, and employment at Bob Evans. She has always had a passion for music and has played piano for twelve years, although her heart lies in English., She plans to attend Fairmont State University majoring in English while also being apart of the Honors Program, and the marching band.



**Riley Christine Bennington**, is a graduate of Central Catholic High School, where she was a member of the National Honor Society, French National Honor Society, and Rho Kappa National Honor Society. She was a pitcher for the high school's softball team and



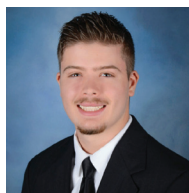
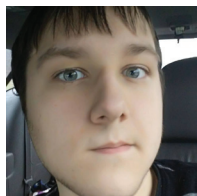
a two time state softball champion (2016, 2017). She was also on the high school's basketball team who were the 2018 basketball state champions. She will be employed as an Arts and Crafts Instructor over the summer, and plans to attend West Liberty University studying Speech Pathology while playing on the university's NCAA Division II softball team.

**Maria Faith Hughart**, is a graduate of Nicholas County High School where she was a member of the National Honor Society and the Fellowship of Christian Athletes. She is from the small town of Birch River where she is a member of the Birch River Baptist Church and a cashier at Dairy Queen. She loves social media, music, hanging out with friends, and the outdoors. She enjoys hiking, swimming, kayaking and exploring new places. Maria plans to attend West Virginia Wesleyan College in the Fall of 2018, where she'll major in Biology, and then attend optometry school. She hopes to eventually become an eye doctor with and have her own office.

**Cassandra Stover**, I'm 18 years old and from Oceana, West Virginia. I am graduating Westside High School this May and plan to attend West Virginia University Institute of Technology for college. I'm very excited to see what the future has planned for me!

**Andrew Mays**, is a graduate of Huntington High School who was inspired to enter the disability essay contest by his father, who is physically disabled.

**Dylan Corbin**, A graduate of Hampshire Senior High School where he maintained a 4.0 GPA. He plans to attend Potomac State College of WVU to study computers.



The Linsly School  
LEARN LEAD LIVE



## State Winner



**Lydia Andlinger**, is a graduate of The Linsly School in Wheeling, WV. She was a four-year varsity cheerleader and served as team captain for the Cadets' varsity tennis team for two years, leading them to victory in 3 consecutive Ohio Valley Athletic Conference (OVAC) championships. She also served 2 years as manager for the hockey team for two years.

Lydia consistently landed on the Headmaster's Performance List and made academic honors. She took a rigorous academic curriculum including several Advanced Placement courses. She was a member of the Key Club, S.A.D.D. Club, and the Drug-Free Clubs of America. Lydia volunteers for the area's annual C3 Soccer Camp, Wheeling Hospital and The Center for Pediatrics, a local pediatric rehabilitation center. She also assists with young children's tennis clinics. Additionally, she works part-time at The Wheeling Coffee Shoppe.

Lydia plans to attend Duquesne University in Pittsburgh, PA. She has been accepted into the Direct Freshman Admit Doctorate of Physical Therapy Program at Duquesne, and plans to pursue a career as a pediatric physical therapist. In her spare time, she enjoys playing tennis, baby sitting, shopping and spending time with her family and friends.

Lindsey's winning essay:

### ***How Technology has Removed Barriers and Improved The Lives of People With Disabilities***

To the average high school student, having the latest smart phone and most up-to-date tablet seems like a necessity. Most teenagers today cannot imagine life without modern technology. It is used to stay connected with friends and family via texts, Instagram, Snapchat, Twitter, and other social media outlets. Today, technology is used for such things as preparing for and taking exams, submitting assignments and researching topics for class. Voice recognition technology on smart phones allows for hands-free use of devices for safety while driving. There's no doubt that technology has improved our ability to connect with and communicate with people almost instantaneously. For individuals with disabilities, however, technology creates a gateway to education, training, employment, and recreational activities. Technology helps people with disabilities become more independent in their daily life activities.

Nearly everyone has encountered some hardship or difficulty at some point in their life that prevents them from being independent. This could be a broken bone, a concussion, an illness or an injury. For a person with a disability, these hardships have a greater impact on their life and are often life-long. Assistive technology has been used for decades to assist people with various disabilities ranging from physical disabilities to cognitive and learning disabilities. Simple technology such as a walker, crutches a wheelchair or a reach extender has been used to help people with short-term and long-term disabilities be more independent in their daily living. With advancements in technology such as smart phones and tablets, many barriers that people with disabilities experience have been broken.

Federal laws such as the American Disabilities Act (ADA) of 1990 and the Individual with Disabilities Education Act (I.D.E.A.) have insured that individuals with disabilities enjoy the same rights and opportunities as non-disabled individuals. These federal laws have influenced the development of electronic and assistive devices to help disabled individuals. It is not until you have a disabling condition, whether it is temporary or permanent, the existing barriers in our society are truly revealed. I suffered an extensive fracture to my leg and had to rely on crutches to ambulate. I realized how difficult it was to get



around in my home, school and community without technology such as elevators, wheelchairs, adapted shower seat and wireless computer access. Opening heavy doors was difficult while trying to manage crutches or a wheelchair, and was quite a challenge for me. Recent renovations to meet ADA requirements at my school such as the newly installed elevators and ramps helped make navigating my school environment with this temporary disability more manageable. Textbooks that could be loaded onto an iPad made carrying my books so much easier than trying to carry a heavy backpack with crutches. This temporary loss of function made me realize how difficult having a permanent physical disability can be and the everyday obstacles that an individual with disabilities faces on a daily basis.

Today, there have been great advancements in technology to help individuals become more independent. Robots have been developed to help people with strokes, spinal cord injuries, visual impairments and brain injuries to navigate their environment. In addition, robots have been utilized to help individuals with physical disabilities feed themselves, cook, drive a car, and operate household items like lights, television, and other devices in their environment. In-home monitoring devices have helped the elderly live independently longer with the capability to notify authorities in the event of an emergency. Smart phones and tablets have been modified to help people with disabilities have greater accessibility with features such as speech and voice recognition, speech to text, and text to speech features.

In preparation for my career in physical therapy, I have had the privilege to volunteer and shadow with therapists in a variety of settings. I have seen, firsthand, how technology has helped level the playing field for those with physical and cognitive limitations and witnessed how iPads have helped a child with autism be able to communicate his basic needs and make simple requests. One student with illegible handwriting used voice dictation to write a paper and put his thoughts into writing in a legible way. I observed children use eye-gaze or a joystick to maneuver a wheelchair so that they can independently move through their environment.

In retrospect, I realize that having the latest and greatest smart phone or electronic device is not a necessity for me even though it makes certain things in my life more convenient and faster. These devices do, however, hold the key to unlock unprecedented possibilities in terms of communication, mobility, and independence for those individuals that do not have the same abilities as me. The most exciting and best technology is yet to come. The future is promising for individuals with disabilities as technology will continue to advance and minimize barriers that impact independence of all people in our society. ■



### The ADA



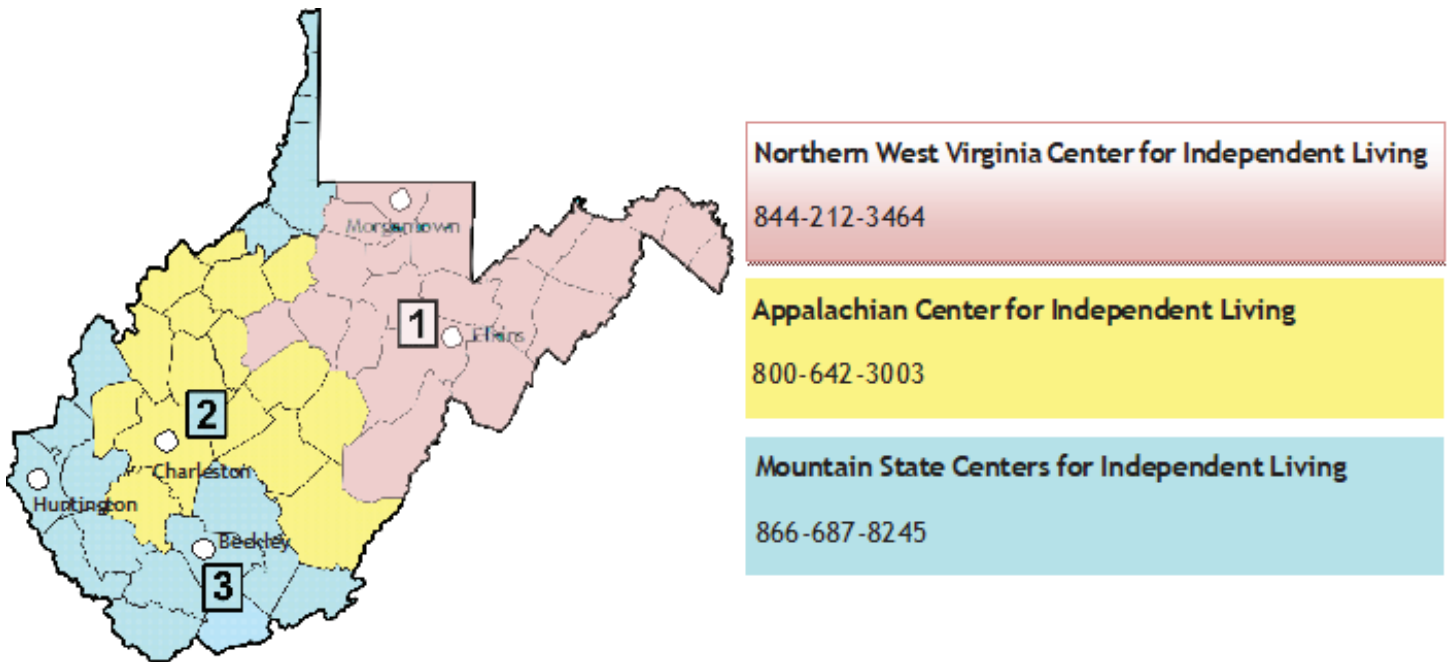
The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, by President George H.W. Bush. The ADA is one of America's most comprehensive pieces of civil rights legislation that prohibits discrimination and guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life -- to enjoy employment opportunities, to purchase goods and services, and to participate in State and local government programs and services. Modeled after the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, religion, sex, or national origin -- and Section 504 of the Rehabilitation Act of 1973 -- the ADA is an "equal opportunity" law for people with disabilities.

To be protected by the ADA, one must have a disability, which is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.

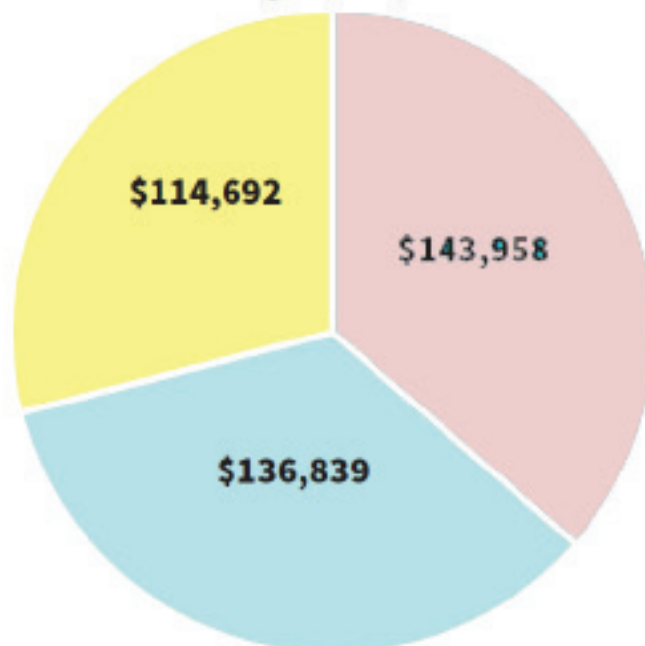
## Community Living Services Program

The Community Living Services Program (CLSP) is a statewide program managed by the West Virginia Centers for Independent Living under grants from the West Virginia Division of Rehabilitation Services. CLSP provides eligible West Virginians with disabilities services to help them return to or remain in their homes and communities by enabling them to function more independently. Services include: home modifications, assistive devices and equipment, vehicle modifications and durable medical equipment.

CLSP services are provided by the three West Virginia center for independent living (CIL) corporations.



**FY 2018 State Funding = \$395,489 for CLSP Services**



## FY 2018 Performance Highlights

- 238 consumers completed CLSP services and were successfully enabled to remain in their homes.
- 75 of the consumers completing their goals were either diverted or transitioned from nursing homes.
- \$3,125 was the average cost per consumer to complete their goals.
- 574 consumers were on the waiting list as of June 30, 2018.
- According to Genworth 2018 Cost of Care Survey, the cost for a semi-private room in a nursing home has a median annual rate of \$123,370 in the state of West Virginia. Therefore, the diversion or transition of 75 consumers from nursing home care through CLSP is estimated to have created a net annual savings of over \$8.8 million in FY 2018.

### **Home Modifications = 59**

Ramps

Accessible Bathrooms

Other modifications to make homes accessible

### **Assistive Devices and Equipment = 46**

Hearing aids

Amplified telephones

Lift chairs

### **Vehicle Modifications = 3**

Vehicle Conversion Lifts for Wheelchairs and Scooters

Hand Controls

Other Specialized Modifications

### **Durable Medical Equipment = 131**

Shower Chairs

Walkers

Other Durable Medical Equipment and Related Items

## CLSP in Action

Following are several summaries which illustrate CLSP services and outcomes:

- An 84-year-old in Cabell County, who had polio as a child and has permanent functional limitations, received a stair lift which will help her remain in her own home.
- A 36-year-old in Mercer County with cerebral palsy received a stair lift and several aids to daily living and is now living independently in his home.
- A 55-year-old in Kanawha County with rheumatoid arthritis received a wheelchair ramp and is now able to safely enter and exit her home.
- An 89-year-old in Jackson County with Alzheimer's received bathroom modifications so her daughter could continue to assist her with bathing.
- A 48-year-old in Hampshire County with cerebral palsy received a lift for his vehicle and can now transport his motorized device in the community.
- A 53-year-old in Randolph County with cardiac and respiratory conditions received a ramp and is now able to safely enter and exit her home.

## Ron Yost Personal Assistance Services (RYPAS)

The Ron Yost Personal Assistance Services (RYPAS) Program is a state-funded, consumer-controlled program to enable people with severe disabilities to live in their own homes and communities. During fiscal year 2017, eighteen(18) individuals were RYPAS recipients and at the end of fiscal year 2017 there were six(6) individuals on the waiting list. The RYPAS program provides resources for individuals with severe disabilities to hire a personal assistant to help them perform essential daily living tasks – including, but not limited to:

- getting in and out of bed, wheelchair or motor vehicle
- bathing and personal hygiene
- dressing and grooming
- meal preparation, eating and cleanup
- paying bills
- shopping and banking
- managing a daily schedule



Eligible individuals have a permanent disability or a disability that will last for at least 12 months; need assistance to take care of the essential tasks of daily living; are not currently receiving personal assistance services through any Medicaid program; can, or have a designee who can, meet responsibilities as an employer and manage financial and legal affairs; and meet the income guidelines or adjusted annual income.

The RYPAS program is managed by a seven-member, consumer controlled board. Board members are people with disabilities, most of whom have their own personal assistants. The board makes all decisions about the program and the eligibility of applicants for services. Board members are not eligible for services while serving on the Board.

You may request an application packet by calling the SILC office. The packet includes an application form, a financial survey and a short assessment form which provides an estimate of the number of hours of assistance you need. ■



### Who is Ron Yost?

Ron Yost sustained a spinal cord injury when he was 20 that resulted in quadriplegia. He was an active advocate for people with disabilities, and he fully understood how much difference having an attendant or personal assistant can make in the level of independence and quality of life for a person with a disability.

He helped develop the employment attendant care program for people who work, which is administered by the West Virginia Division of Rehabilitation Services. He also was involved in the initial discussions to create a program to provide personal assistance for people who could not get services through any existing program.

Although Ron died before the program was established in 1999, it was named in his honor by the legislators who sponsored the bill. Ron had a great impact on the disability community in Huntington and throughout West Virginia.



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