



# 2019 ANNUAL REPORT

OCTOBER 1, 2018 – SEPTEMBER 30, 2019



## A Message from the WVSILC Chairperson

On behalf of the West Virginia Statewide Independent Living Council (SILC), I am pleased to present our Annual Report for Fiscal Year (FY) 2019, October 1, 2018 – September 30, 2019.

The fiscal year started out with the expectation of developing a new State Plan for Independent Living (SPIL) for Fiscal Years 2020-2022. Focus groups had been held in September of 2018 at all the centers for independent living and the WVSILC office. In addition, an on-line survey was developed to secure additional information for people unable to attend a focus group. However, FY 2019 had barely begun when the WVSILC received word that the new State Plan would either be a one-year plan or an extension of the current plan for one year. It would be up to the SILC & CILs to elect which option for WV, because the new SPIL development tool was not ready to be distributed by the Administration of Community Living (ACL), at DHHS.

West Virginia elected to submit technical amendments to extend the current SPIL through September 30, 2020. The information already obtained from the focus groups will be used in the Development of a new three-year SPIL in FY 2020.

The SILC and West Virginia Centers for Independent Living (WVCIL) met with Adjunct General Hoyer from the National Guard to discuss emergency preparedness/disaster response for people with disabilities. The CIL directors updated Gen. Hoyer and his staff on how the centers have assisted people with disabilities during emergencies and the continuing needs and concerns. Gen. Hoyer agreed to have a representative from the IL Network be included in the “command center” should an emergency occur and Jerry Boyko, SILC Program Assistant, was designated as that person. Gen. Hoyer shared information about a “bridge program” created to replace bridges so people could get back to their homes which received national attention because the bridges were engineered to survive flooding. He offered to establish a similar program to build ramps, not just for flood victims, but for individuals on the Community Living Services Program waiting list.

Ann continued to work with the ILRU-SILC Net National Training Project, providing training and technical assistance to statewide independent living councils nationwide including Hawaii, Idaho, Tennessee, Florida, Indiana, Nevada, and Washington State SILC’s.

The Executive Committee & SILC staff developed a succession plan, both planned and emergency, for each staff position. An “emergency notebook”, including key operations information, was developed in the event a staff person left unexpectedly or was out for an extended period, so the board can ensure SILC operations continue. The SILC established an Education Task Force to address concerns of students with disabilities in public schools. Task Force members include representatives from Disability Rights of WV, Legal Aid of WV, and Mountain State Justice, in addition to the SILC Advocacy Committee Chair and Executive Director. Issues discussed included: IEPs not being followed; schools not having adequate resources, staffing, and funding; and the student being seen as the problem. A report has been written and will be released soon.

And the SILC continues its work to ensure West Virginians with disabilities have access to community-based resources that promote personal choice and facilitate the achievement of their independent living goals!

Sincerely,

Anne W. Weeks, Chairperson

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## 2019 West Virginia Statewide Independent Living Council

**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. ■

## Members

William Blosser Charleston	Mark Fordyce, Vice-Chair Charlton Heights	Elliot Birkhead Charleston	Melissa Southall Parkersburg
Joshua Brown Charleston	Scott Gossard Petersburg	Michelle Norweck Barboursville	Molly Spence Scott Depot
Manuel Campos Spencer	Aaron Jones Charleston	Cara Price, Member-at-Large Philippi	Cindy Tucker Lewisburg
Ardella Cottrill, Secretary Fairmont	Beverley Jones, Treasurer Hurricane	Emily Robinson Grantsville	Richard Ward Charleston
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Joyce Floyd , Member-at-Large Elkins	Aaron Morris Charleston	Kevin Smith Parkersburg	Christine Wilcox Morgantown

## 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.

Because the new SPIL instrument was not implemented prior to the expiration of the current SPIL, ILA provided state networks guidance on the process to draft and submit for approval a FY2020 SPIL. State networks had the option to make either (a) substantial and material changes or (b) technical amendments to the FY2017-FY2019 SPIL in order to develop a FY2020 SPIL.

The West Virginia Statewide Independent Living Council, along with the Centers for Independent Living in the state and the Designated State Entity, chose to submit a technical amendment to the 2017-2019 State Plan for Independent Living through fiscal year 2020.

**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 current Legislative Session. The SPIL for the current 3 year period is linked on the home page.

**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. 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.

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

- NWVCIL: Our transition advocate is working with one Veteran transitioning back into the community. Two people who were at eminent risk of being placed in a nursing home were diverted with CLSP resources. An additional 13 individuals with Psychiatric emergencies were diverted from hospitalization by access to DHHR's Community Emergency Services managed by NWVCIL.

In attempts to increase collaboration between the state's Take Me Home project, the transition advocate has joined the Money Follows the Person (MFP) Advisory Board. To date, NWVCIL has not received any referrals from the state's MFP program to assist with community reentry, such as skills training.

Staff at the center have joined the Family Resource Networks in multiple counties and attends monthly meetings to network with other providers so they are aware of our services and resources.

NWVCIL continues to hold monthly youth club, however attendance is low. Our transition advocate has expanded her outreach efforts to both the foster care system providers and the juvenile detention systems. In November, NWVCIL staff meet with the Mountain School in Randolph County. This detention center houses up to 75 youth. We developed a collaborative relationship to start providing skills and self-advocacy training with the older teens who are working on transitioning out of the detention center back into community living. We are exciting about this opportunity to work with these youth to try and divert them from the path that got them there in the first place. Our transition advocate also participates in the SILC, NCIL and April's youth monthly calls. Her youth Facebook page continues to gain followers. She continues to work with the local

MTEC vocational school's job club, assisting students who are graduating gain access to our services and supports and learn about self-advocacy skills.

Christine has developed a speaking network where stakeholders are asking her to speak before their consumer/family base in hopes of generating more interest in youth services. We developed a curriculum, referral process and recruited youth to participate in the self-advocacy classes we will be providing during the next quarter. Our first class was held on June 28-July 1 with of 13 youth who gain a great many skills however, the most important feedback we received is that "this place is the first place that made me feel okay about myself and gave me confidence to speak up for myself and made me feel like I belonged."

The classes are proving to be a great success, as NWVCIL is conducting classes in Monongalia, Marion, Gilmer and Randolph counties.

The TA also did outreach at M-Tech Job Club for youth with disabilities and four separate county Family Resource Networks. She has also used her background in education to become an effective advocate for youth and their families at IEP meetings. She also remains active in both NCIL and SILC youth committees.

Regarding individuals receiving nursing home services, her advocacy was successful in gaining Senator Joe Manchin's support for the Disability Integration Act, as he signed on as a cosponsor of the legislation.

### 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 (ACIL) constructed 18 wheelchair ramps, completed 20 bathroom modifications, purchased 7 lift chairs, 2 hospital beds, 2 scooters, 5 vehicle modifications, 4 hearing aids, 3 power wheelchairs, 1 electric Hoyer lift,

1 outside handrail, 1 4-foot portable ramp, 1 hearing device and 1 shower bench, 1 hospital bed, 1 siding bath transfer bench, installed one set of grab bars and widened 1 doorway. ACIL also completed a \$95,000 forgivable loan which funded 17 projects. We have begun working on a \$100,000 forgivable loan through the WVHDF and have been approved for an additional \$100,000 loan which will also be administered by the WVHDF. All these resources go directly to supplement our State IL CLSP fund. ACIL leveraged \$177,350 in third party resources. Additionally, 28 consumers completed their goals.

- MTSTCIL: The CLSP program has provided a total of 75 assistive devices and equipment. The total people on the waiting list for assistive devices and equipment is 105.
- NWVCIL: Through the CLSP program, 91 assistive devices were given out, including 68 different aids to daily living and 23 mobility devices. Adds to daily living include commode seats, grab bars, cooking and writing aids, dressing and sensory aids, including flashing light smoke detector, disposable briefs, bath lift and braces.

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

- ACIL conducted 46 home modifications and wheelchair ramp assessments
- MTSTCIL's CLSP program provided rehabilitation technology to 27 people. There are 132 people currently on the waiting list for rehabilitation technology services.
- NWVCIL: Five consumers with extensive home modifications to allow them to remain in their home and two large home modification projects were underway. Eleven consumers received assistive devices and equipment donated through partnerships with World Vision, Davis Medical Center, and St. Brendan's Catholic Church; and 2 consumers received rehabilitation and technology services.

**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 115 consumers, skills training to 293 consumers, transitional service to 42 consumers and provided 155 I&Rs.
- MTSTCIL: There have been 39 consumers requesting advocacy services and 39 consumers received those advocacy services. There were 68 consumers requesting IL skills training services and 68 consumers who received those services. There were 859 Information and Referral requests and 859 I & R services received. There were 41 consumers requesting peer counseling services and 41 consumers received those services. There are currently 0 consumers who have requested transition services to move into the community and 0 who have successfully made the transition. There have been 77 requests for vocational services and 77 consumers have received vocational services.
- NWVCIL responded to 524 information and referral calls, 946 consumers set 380 new goals with 223 being completed.. 2406 core services were provided with the most utilized service being counseling and related services, followed by advocacy, housing related services and peer support.

**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 conducted advocacy and attended meetings to assist 11 consumers that are trying to obtain Waiver services. One consumer, which was denied, was eventually successful in obtaining waiver services.
- NWVCIL: We have received several calls regarding waiver changes in mileage allocation. Those who previously were allocated more than the maximum mileage of 300 per month are being cut back to the 300. With this cut, consumers are being told that miles are restricted to medical appointments, grocery shopping and are not to be used for attending community meetings or other personal interest needs

**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: NWVCIL is still making referrals to BoSS for the SHIP program. While their funding has been cut, BoSS has still been accepting referrals. We have not had any contact with personnel at BoSS, but will attempt to re-connect with them.

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

- ACIL: This program has been dissolved however; we completed all the requirements in the Memorandum of Understanding and our goal has been met.
- MTSTCIL: NWVCIL is still making referrals to BoSS for the SHIP program. While their funding has

been cut, BoSS has still been accepting referrals. We have not had any contact with personnel at BoSS, but will attempt to re-connect with them.

**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 has been dissolved however; we completed all the requirements in the Memorandum of Understanding and our goal has been met.

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

- ACIL: This program has been dissolved however; we completed all the requirements in the Memorandum of Understanding and our goal has been met.
- NWVCIL: Eight consumers were referred to the SHIP program for the emergency medication 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: No activity.
- NWVCIL continues under contract with DHHR to serve as the fiscal agent for their TBI, Family Support, and unmet needs programs. NWVCIL serves on the review committee for the unmet needs project, monitors expenditures ensuring compliance with program guidelines and consumer direction in the allocation of annual resources available through these programs. 104 families received funding through the family support program, 139 consumers were given access to TBI Funds for You, and 438 individuals were supported through the unmet needs program. The biggest need addressed by the unmet needs program is for items not funded by Medicaid, such as feeding supplements,

disposable briefs, dental and vision services, and funding for relocation and start up of community living. Due to cut in waiver services, individuals continue to be forced to relocate or take on a roommate to ensure adequate in-home services. NWVCIL also continues with its relationship with the state Assistive Technology project, administered by WVU CED. NWVCIL loaned out 46 assistive technology devices, conducted 3 AT demonstrations, and held 1 public awareness event of the program.

**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 including READY WV.
- 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.

- NWVCIL: Two staff members applied for and received full scholarships to attend Emergency Preparedness and Recovery Counseling training in South Carolina provided by the National Community Reinvestment Coalition. 50 people were chosen to participate NWVCIL submitted a proposal to utilize funds to supplement the youth self-advocacy training programs to include assisting participants to build family shelter in place or evacuate kits in attempts to assist these families to be better prepared for a disaster or winter storm that may cause them to have to relocate. Emergency preparedness has been incorporated into the Self-Advocacy trainings we are providing. The primary tool used for this presentation has been materials provided by the Consumer Financial Protection Bureau, "Your disaster Checklist", FEMA tools and the disability check list provided by the National Organization of Disability Through Pre-ETS funding provided by WVSILC, NWVCIL purchased emergency kits and supplies as part of the youth self-advocacy classes, teaching them the importance of preparedness as an element of being self-sufficient. Kits included waterproof bags, crank/solar radios with a cell phone, carbon monoxide detectors

**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.

- ACIL: In collaboration with WVSILC and WV HHR ACIL held a meeting via conference call to develop a letter of Intent for a \$50,000 grant through the United Way. We discussed options on the best way to utilize this funding if we were approved. Options included: identifying methods of reaching vulnerable populations, developing a database and preparing emergency kits with the basic supplies as well as things specific to a person's disability. We continue to work with the Kanawha Putnam emergency planning on a long range plan to reach vulnerable populations. We participated in the Kanawha Putnam Emergency Planning Committee, Kanawha Multi-Agency Planning & Advisory Committee and Putnam County Threat Preparedness Partnership.
- MTSTCIL: 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. The Community Emergency Response Team (CERT) in Raleigh County has had sporadic meetings, but there are plans to begin regular meetings again in the Fall.

**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. Will continue to work with Seth Staker at

at the Kanawha-Charleston, Health Department on creating an Access Functional Needs and vulnerable Populations Committee for Kanawha and Putnam counties. They have identified a small group of stakeholders from the disability community that they are going to invite to the initial meeting. They are currently working on the date, time and location of the initial meeting.

- 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 staff member will participate in the following with Kanawha Putnam Emergency Planning Committee, Kanawha Multi-Agency Planning & Advisory Committee Partnership and Putnam County Threat Preparedness Partnership.
- MTSTCIL: The centers 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.

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

- ACIL continues to participate with the Kanawha Putnam Emergency Planning Committee and other groups to make them aware of the roll

independent living Centers play as it related to people with disabilities in emergency planning activities.

- MTSTCIL: Our community living services coordinator is a member of the Grant County Family Issues Task Force, Regional Task Force, and Eastern Regional Family Resource Network. She also attended the Monroe County Family Resource Network meeting. She has discussed the idea of emergency preparedness for individuals with functional needs and the planning associated with it, as well as, Community Living Services Program information. The center director participated on a call with General Hoyer regarding our roles and contributions during a disaster. We generated a ramp need list that was shared for possible funding through the Rise program.

**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.

- ACIL was successful in getting the local Family Dollar to get remove barriers blocking the entrance and aisle ways that created access problem as well as a fire hazard. In addition, the city of Nitro has installed curb cuts a direct result of our Center involvement and advocacy during the past several years. ACIL is collaborating with DRS to provide two four-day training sessions on self-advocacy to youths with disabilities in Jackson and Kanawha county.

ACIL conducted a four-day training session for individualized self-advocacy training for youths with disabilities in Kanawha county. This training concluded with a field trip to a local college and vocational center. We have received a lot of positive about this training and another one is planned for the end of July for Jackson county.

**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: The center’s director is a member of the Fair Shake Network’s legislative committee and participated in the development of the legislative survey for establishing legislative and policy priorities for the 2019 legislative process. The survey was posted on all media sites to encourage consumer participation. NWVCIL had several staff that attended disability training day, followed by disability advocacy day. The center’s director participated in the legislative priority issues panel and presented members with information on the State of Housing in WV. Visits were made to multiple legislators related to disability policy and members of the finance committee were educated on the importance of funding for IL

services and programs we support.

Center's executive director has been chair of the City of Morgantown's Human Rights Commission. In this role, she has been able to keep disability inclusion in the forefront of city council decision making, such as side walk repairs, way finding access ramps in city street repaving this summer and as a member of the City's Pedestrian Safety board, ensuring compliance with building code has been incorporated in to the City's pedestrian plans. One positive outcome was to have the city code changed that prohibited motorized vehicles from being used on the rail trail, resulting in motorized wheelchairs and scooters being permitted on all trail routes.

NWVCIL also participated in NCIL's Legislative and policy review webinar updating staff on current priorities. With the release of the ACL memo regarding advocacy on federal dollars, the center's board of directors approved the use of our limited unrestricted dollars to support staff and youth full participation in NCIL's day on the Hill.

Several Staff and youth connected to our self-advocacy efforts participated in the NCIL conference day at Capitol Hill. NWVCIL's Board of Directors, in response to ACL's directive regarding lobbying activities, funded the travel and activity through unrestricted funds. We focused efforts on access to pain medication, the Disability Integration Act, increasing affordable housing vouchers, accessible public transportation, human trafficking, and violence and abuse, including passage of the Violence Against Women's Act.

## **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.

- *First Quarter*

WVCIL held a meeting on October 9 via conference call. The primary topic of our discussion was the new invoice requirements from the auditor's office. We discussed the impact it would have on the CILs if the requirement was not rescinded. We also reviewed WVCILs Fee Schedule and updated where necessary. And finally, we reviewed and updated our CLSP Policies.

- *Second Quarter*

WVCIL Directors held a meeting on January 8, 2019 via a conference call. We approved the meeting dates for the upcoming year, discussed WVDRS payment procedures, discussed used working with WVDRS for a summer program for transitioning students and discussed the SILC PRE ETS funds and how they can be used by Centers for transitioning students. Will be April 9th.

- *Third Quarter*

WVCIL Directors held a meeting on April 9th via conference call. We discussed the settlement funds and the new Consumer Satisfaction Survey at length. We held another call later and finalized the questions for the survey. We also discussed the upcoming self-advocacy training and the documents that needed to be completed by the students. We also made minor changes to the CLSP Quarterly Report. We then briefly discussed invoicing and was given a report on the WV SILC meeting. Our next meeting is scheduled for August the 20th at 11:00 A.M.

- *Fourth Quarter*

A meeting was cancelled due to one of the Directors having health problems

- NWCIL Center directors and selected staff continue to meet quarterly to discuss common issues and develop united strategies. Topics included the new billing process and concerns related to cash flow, revisited the WVCIL fee schedule, reviewed reporting schedules and requirements. We met with DRS to assist with self-advocacy/self-Help skills development, submitted a proposal to DRS for three weeks of training in different areas of our service area, and also discussed potential uses for SILC Pre-ETS funds.

We also, discussed the best use of Settlement funds, self-advocacy training forms, Changes to the CLSP report and SILC reporting attempting to create consistency between the CILs. Additional, as a group, we continue to work with the SILC regarding the consumer satisfaction survey. We appear to be maintaining a positive relationship with each other, using each other as sounding boards for ideas, discussion of policy changes and to provide support to one another

**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.

- NWVCIL continues to allocate resources to and participates in the consumer satisfaction survey facilitated by the SILC. Center staff participated in WVCIL and SILC calls to develop a postcard questionnaire to be used as this year's satisfaction survey tool. Post cards have been received and distributed to both office locations for use with various activities. We experienced complications with consumers using the post card due to a printing error. To meet the timeline, we conducted the survey by phone.

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

- MTSTCIL: The database is now a Google driven search engine, the specific database was removed at the end of last fiscal year since it was using the extensive Google search engine already.
- NWVCIL maintains its own website and social media outlets that provides resources to individuals within our service area.

**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. A meeting has been scheduled for May 6th to discuss Consumers Satisfaction Surveys. A major survey will be conducted every three years however we believe it is important to measure a certain level of satisfaction on an annual basis. We will be looking at options on how to do this. A new smaller survey was developed and the CILs have been provided copies and they are being distributed to consumers.

ACIL continues to handout consumer satisfaction surveys.

- NWVCIL has a customary consumer feedback form it uses to track consumer input after trainings and events. This information is used to adjust programs and services as needed. We currently are planning a survey specifically designed to assess consumer feedback in regard to our support groups and report outcomes. Participants in our peer support groups were asked to voluntarily participate in a survey regarding their satisfaction with the group. Consumers are very happy with the groups in the Elkins area and as a result, membership is growing rapidly. The purpose of the survey was to ensure that they were getting out of it what they had hoped, to assess topic areas of interest and if they valued the time together. Nothing but positive responses. Feedback from our 3 youth self-advocacy camps was overwhelmingly positive. Peer relationships were developed, and two of the groups have expressed the need for continued monthly peer support activities.
- 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).

**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: Quarterly meetings are held by staff at the end of each quarter to update the current work plan as to items completed and those still needing to be implemented.
- NWVCIL: One of the best features of CIL Suites is the auditing components build within the data base. It is easy to run periodic reports to ensure that goals are set, IL plans are made, necessary demographics are filled in, etc. Unfortunately, we still have not been able to utilize the community tables within CIL Suites to track community-based activities effectively, thus we have created our own web-based system utilizing google forms.

We developed our new 2018-2019 work plan and a new community table has been developed to track this year's activities.

CIL suites is used daily to track consumer needs, goals and outcomes. We continue to use our own system for tracking community-based activities and outcomes

**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.

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.

- ACIL is working with DRS and other CILs to develop our annual CLSP report. We are also planning an exhibit and organizing consumers to attend disability day at the legislature and advocate for additional independent living funding  
ACILs staff had a display at the Capitol for Annual Advocacy Day. Annual CLSP reports were distributed to legislators in an attempt to increase funding for independent living services. ACILs staff has a display at the Capitol this year for Annual Advocacy Day. Annual CLSP reports were distributed to the legislators in an attempt to increase funding for the independent living services.
- NWVCIL: Most activity on this goal happens during the legislative session. Due to the lack of resources needed to be monitoring activity that happens on a daily basis regarding legislation and policy decisions, it is critical that we stay connected to the IL network and partners that

are actively advocating at the Capitol. We utilize the information they share to inform our staff and consumers advocacy efforts.

- MTSTCIL: 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 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.

**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.
- NWVCIL continues to maintain its membership with the FSN and the Executive Director serves on the legislative committee.

We actively participated in Disability Advocacy Day at the Capitol, had visits with at least 12 elected officials, with our key issues of discussion being Medicaid funding, IL funding, opiate crisis and access to pain meds, and the whole charter school issue that would result in students with disabilities either being segregated or ignored due to lack of support to public schools. We developed a legislative tracking form similar to the one used by NCIL to be able to track outcomes of calls or emails. NWVCIL is developing a legislative tab on the website to keep consumers educated on current issues so they can choose to call legislators and policy makers regarding how legislation may affect them directly. Based on ACL directives, we will not be able to encourage consumers to support or not support legislation, but we will try to keep them as educated as possible so they can make the choice to get involved in advocacy efforts.



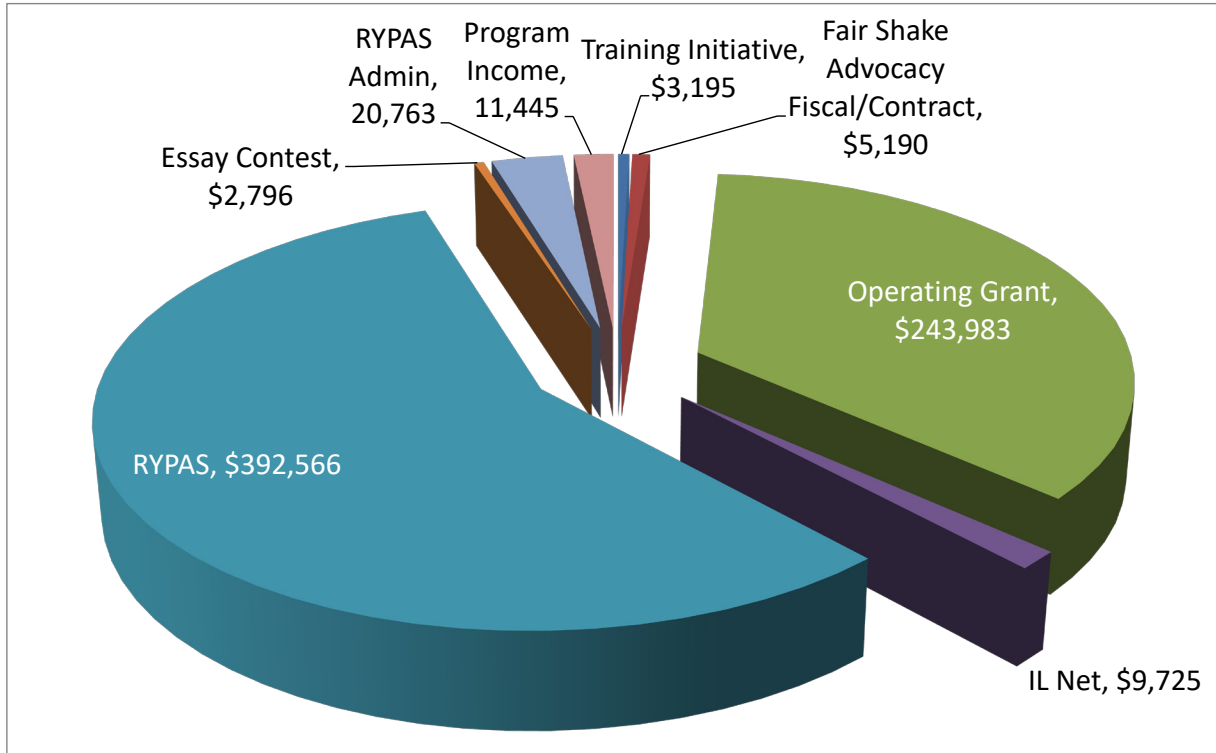
Northern West Virginia Center for Independent Living



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

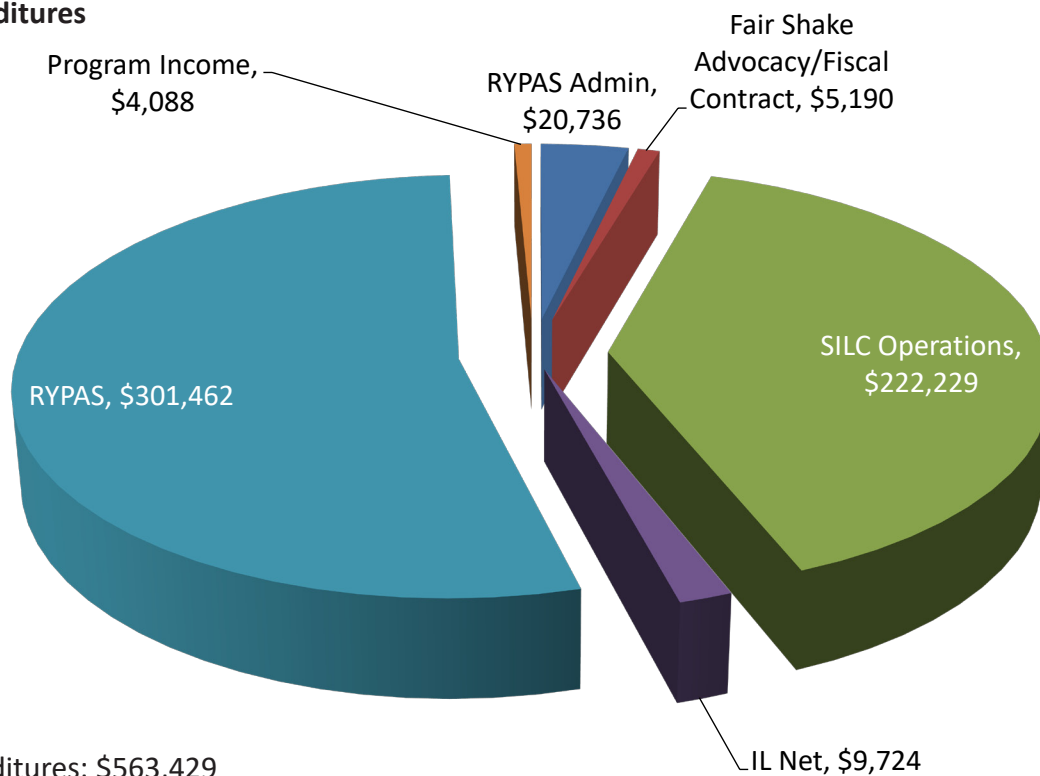
## Financial Information

### 2019 Resources



Total Resources: \$657,455

### 2019 Expenditures



Total Expenditures: \$563,429



## Compiled Responses to CIL Consumer Satisfaction Survey 2019

A total of 130 post-card surveys were completed by CIL consumers and returned to the SILC. For the percentages in the table below – the total reflects the subtraction of “N/A” responses from the total on each question prior to calculating the percentage of responses “Strongly agree” and “Agree”.

Question	N/A	1. Strongly Agree	2. Agree	3. Neutral	4. Disagree	5. Strongly Disagree	Total (less N/A's)	% Agree/ Strongly Agree
1. The CIL put me in touch with other agencies/people who could help me.	28	59	17	6	5	15	102	74.5%
2. They helped me find another person with a disability I could talk to.	34	44	19	13	6	13	95	66.3%
3. They taught me how to make choices that make my life better.	26	56	22	8	2	15	103	75.7%
4. They helped to make my home more accessible (ramps, lifts hand rails).	58	41	9	3	5	14	72	69.4%
5. I chose the service(s) I needed to meet my goal(s).	23	58	20	11	2	15	107	72.9%

**Question 6.** Did the CIL services help to make your life different? If the services made a difference in your life, please tell us how, and add any additional comments you wish.

Responses to this question are divided into categories:

- Helpful Things
- Learned Things
- Changed My Life
- Complaints or Still Need Help

### Helpful Things:

- We really enjoyed the Olympics and talking to people.
- Yes, really liked the group meetings.
- I am dating a woman in a motorized chair. \_\_\_\_ out there for me and her in the future. I really enjoy \_\_\_\_ and I&R different information.
- Transportation provided at the International Sports Jamboree which allowed me to participate and interact with others.
- Yes, Helped with important paperwork that he could not complete himself.
- They put me a shower in. It was great because I couldn't get in and out of the bathtub. The men that put the shower in done a real good job. It helps me a lot and they were real nice. Thank you. I have RA.
- The \_\_\_\_\_ helped me with my personal disability problems. I thank them.
- \_\_\_\_\_ has helped me out so has \_\_\_\_\_ and \_\_\_\_\_ telling me what to hold to walk. And when I am out at Walmart set the door if I don't well like going all the way. I just love them.
- The people that put my handrails up were very knowledgeable with my needs, very friendly.
- Helped me find resources and fill out papers to get help so I can stay in my own home.
- The CIL gave me good ideas that I can use in my life. CIL is a good service. Keep doing the good work.
- They gave me more resources to talk to.
- Helped with bus/local transit services.
- They got me a chair that gets me all the way up.
- When I needed a ride they were there for me.
- Helped her be more independent, stronger advocate.
- I did not know this service was available until I got word of mouth. I don't remember the worker's name but she done an awesome job in getting me a lift chair recliner. And she done follow-ups to make sure my chair worked and if I needed more help! \_\_\_\_\_ rocks!!
- He appreciates all done!
- Great people to help anyone.
- Getting him out and around other people. He has communication deficits, but people still make an effort and are nice to him.
- It made us less worried about \_\_\_\_\_ falling down the steps. The men were friendly and very professional. Thanks
- Very helpful in many personal situations when I didn't know what to do.
- I like the people I've met at the CIL – both consumers, volunteers, and staff. I enjoy volunteering, taking classes, and being involved.
- \_\_\_\_\_ has helped me with a lot of issues.
- I was able to meet other people with disabilities and other people.
- \_\_\_\_\_ helped provide me with a wheelchair that I could use because I have a terrible time walking. She also helped me find housing for people with disabilities like mine.
- got a lift for my house
- They help with low income housing.
- Learning and meeting new people at classes
- Helped with transportation.
- They helped me find a place. But I moved back to Michigan
- My wife and I went to apply for help and was helped by \_\_\_\_\_ and \_\_\_\_\_.
- Self- Advocacy help – excellent program and employees!

- Helped with life skills
- Good goals – Helped to get him on the right path with social and living skills.
- Helped acquire good health assistance.

### Learned Things:

- The helped me learn about how college is and jobs, how to get a job my goals.
- Learned to connect and request that our legislature reps do more to help the disabled.
- The CIL helped me. They let me see about how things work.
- Helped me to learn things. To do better to help myself.
- They helped me understand my rights as a person with a disability. They showed me how to make a resume.
- The CIL services made a difference by telling me more about colleges. They helped me with interviewing and skills.
- I learned how to advocate for myself and my needs in the workplace.
- Yes, the presentation helped us understand thing we need to know, like the ADA, FERPA, etc.
- Because they taught how people with disabilities can do a lot and that we are all the same.
- Yes, It helps get ready for a job.
- I was taught how to manage money and several life skills that has helped me live an easier life. I learned how to read recipes in cooking class and prepare food. They helped me get a job. I've made new friends and they were available to talk to if I needed someone. I appreciate everyone and I am thankful for everything they have taught me.

### Changed My Life:

- The CIL services opened me up to accepting accommodations in schooling and future career paths.
- I have become independent
- I live independently in my own home for 3 years now. I have a ramp on my side door. I have a hand rail to help me get in and out of the tub so I don't fall if I have a seizure.
- The bathroom modification has made all the difference in the world, so much easier for me.
- Yes, it did. I fall a lot. She got me a shower chair. I can take a shower safely. I also was taught organizer skills. It has been a life saver.
- Yes they did help. They help me more independent in cooking and living.
- It made me feel like I'm not the only person who has a disability.
- Find an apartment. Introduced me to a group, Living on my own.
- Working with CIL made my son more confident. He is on honor roll for the first time.
- We truly appreciate the work on the CIL in helping us get a ramp for our daughter with spina bifida. As she's getting older, it is getting more difficult to carry her. The ramp allows us to get her into our home easily and she is now working on being able to get up the ramp independently which is a huge deal. Thanks again, the CIL was wonderful.
- I am a lot calmer that I was. They helped me find my apartment. Helped me with paper work. Volunteering at animal shelter.
- \_\_\_\_\_ CIL helped me become more independent, find housing, and helped me find confidence in my abilities and disabilities. I now volunteer when able at MTSTCIL.
- Yes
- I can live on my own.
- CIL Helps me feel like I belong.

- Yes
- CIL helps me with my problems. The place helps me to be independent in my home.
- CIL makes me feel important.
- The walk-in shower is a blessing. I can now use my shower bench and am able to step into shower. I really like the adjustable fixtures for I am 4'5" and it helps a great deal. The crew that did the work were outstanding. Very professional and courteous and respectable.
- I would never had made it without their help.
- The employee with \_\_\_\_\_ that's in charge with getting a lift chair to make it possible for me to still make it on my own. She got me the chair and done follow-ups afterwards. I heard of this facility from word of mouth. Need to advertise the \_\_\_\_\_ and its function.
- The new shower as helped with daughter's independence on helping herself shower without much help. The contractors we very kind and knowledgeable. Thank you so much, May God bless you!
- CIL purchased a power wheelchair for consumer. He said that it made his life better.
- They made me realize I am not alone.
- How did the impact or help your life. They understood me and helped me help myself.
- Yes, it helped my communications skills and helped me plan my future. Thank you for making this program a thing, it has made a big difference in my life.
- Definitely yes. This staff in \_\_\_\_\_ have been exceptional.
- The CIL services has helped me make a difference in my life by showing me how to get a job, but this moment in time I am physically unable to work due to illness.
- She was very grateful for all of the work that went into getting her kitchen remodeled so that she could actually use it. She indicated that it has been years since she has been able to prepare a meal there because of her disability, Thank you to the \_\_\_\_\_ CLSP staff.

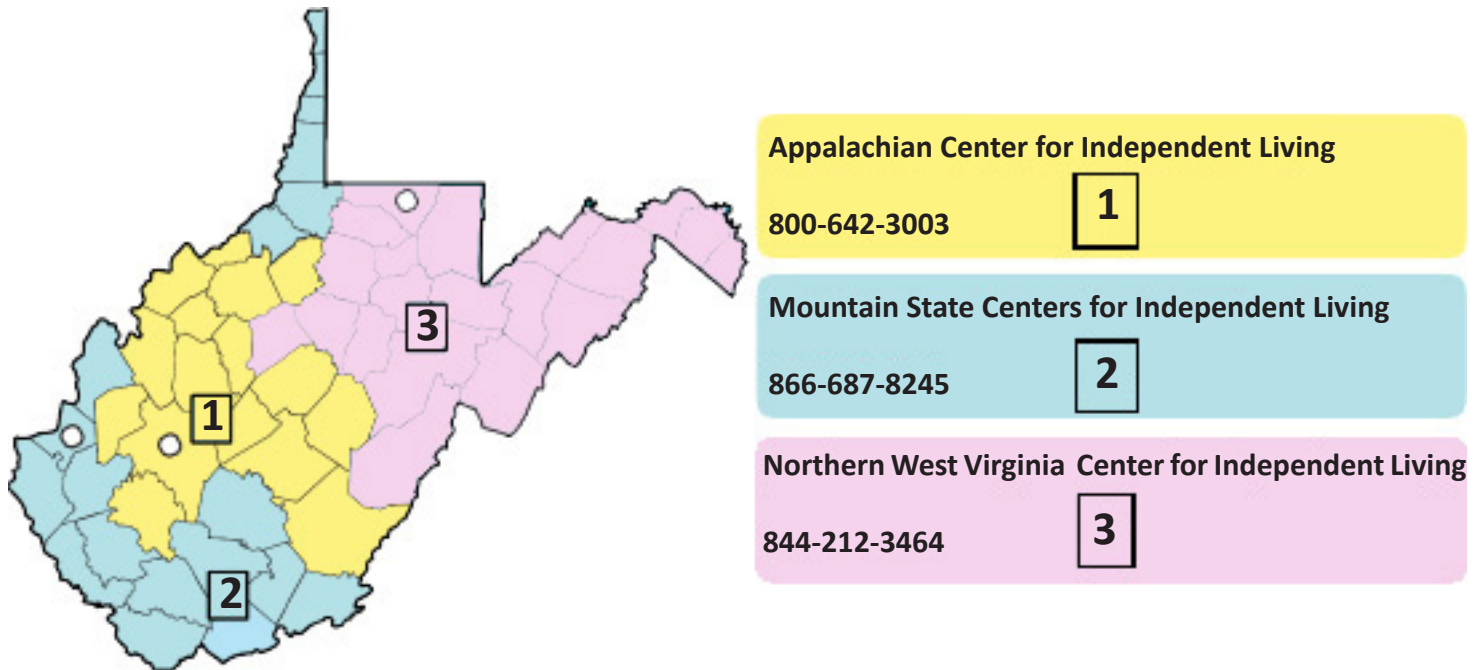
### **Complaints or Still Need Help:**

- Christian Help referral very helpful. Employment issues remaining – need help with this issue
- I enjoyed, appreciated the life skills classes. I took last year: sign language, cooking, math, etc. However, last year was a confusing mess with cancelled classes, etc. Seems disorganized and my needs aren't being met. Seems like personnel problems abound. The concept is good, but it's not functioning so well here in \_\_\_\_\_. Please try to get things organized, so I can attend classes! I miss them.
- No durable medicine equipment – on waiting list for a ramp to be built.
- \_\_\_\_\_ loved going to the center. He was there at least 10 years and we were absolutely heart broken when we were informed that the van would no longer pick him up and bring him home because "someone complained" that we lived too far out and our road is too bad – there are others that live farther on out than we do and our road is not that bad. I would have thought someone would have complained before 10 years? And no one from the center called to speak to me about it. But... we appreciate the 10 years he was there. Thank you.
- Make not much comment except when I try to get a hold of a person who I might need help, they are not available. I want people to be honest when I try to ask for someone, but they are dishonest. Not acceptable.
- In almost 1 year of trying to get gainful employment, I'm still unemployed and worked 1 ½ days at greenhouse. I still haven't been paid for those days.
- On waiting list for bathroom modification – received a large size wheelchair and walker

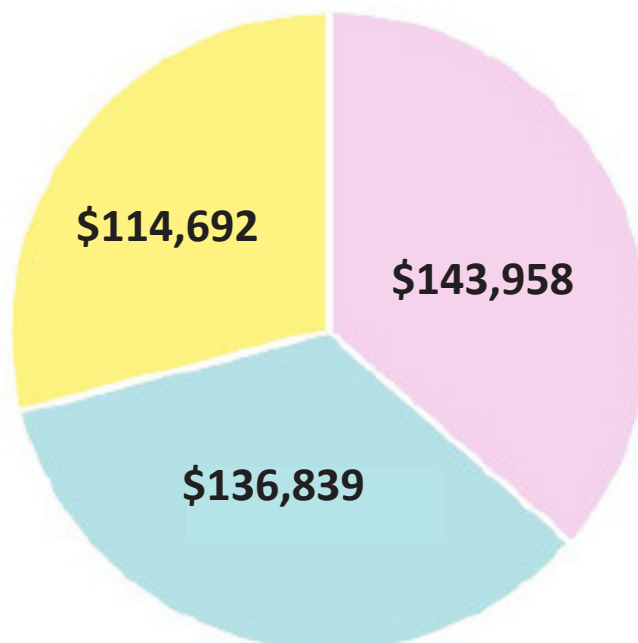
## Community Living Services Program

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 2019 State Funding = \$395,489 for CLSP Services**



## FY 2019 Performance Highlights

- 120 consumers completed CLSP services and were successfully enabled to remain in their homes.
- 55 of the consumers completing their goals were either diverted or transitioned from nursing homes.
- \$4,444 was the average cost per consumer to complete their goals.
- 499 consumers were on the waiting list as of June 30, 2019.
- According to Genworth 2019 Cost of Care Survey, the cost for a semi-private room in a nursing home has a median annual rate of \$128,480 in the state of West Virginia. Therefore, the diversion or transition of 55 consumers from nursing home care through CLSP is estimated to have created a net annual savings of over \$7 million in FY 2019.

## FY 2019 Services

### **Assistive Devices and Durable Medical Equipment = 183**

Hearing aids  
 Amplified telephones  
 Lift chairs  
 Shower Chairs  
 Walkers  
 Other Durable Medical Equipment and Related Items

### **Rehabilitation Technology Services = 68**

Ramps for home access  
 Accessible Bathrooms  
 Other modifications to make homes accessible  
 Vehicle Conversion Lifts for Wheelchairs and Scooters  
 Hand Controls  
 Other Specialized Modifications

## Success = CLSP in Action

A 51 year old man with a left leg amputation no longer has to slide down his steps, dragging his walker behind him because he received a ramp on his home and he can now safely enter and exit independently.

A 72 year old man with multiple physical disabilities remains in his home with his wife because he received a shower transfer bench, a hand-held shower unit, grab bars and a raised toilet. Without these accommodations, his wife would have had to put him in a nursing home for care.

A 26 year old woman who is deaf with two young children was facing truancy issues because she was unable to wake up on time to get her kids to school. The CLSP program provided her with an emergency notification system, visual door knock signaler, visual telephone ring signaler, alarm clock/bed shaker, and flashing smoke detectors. These accommodations empower her to get her children to school on time and feel safe on both floors of 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 2019, thirteen(13) individuals were RYPAS recipients and at the end of fiscal year 2019 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.

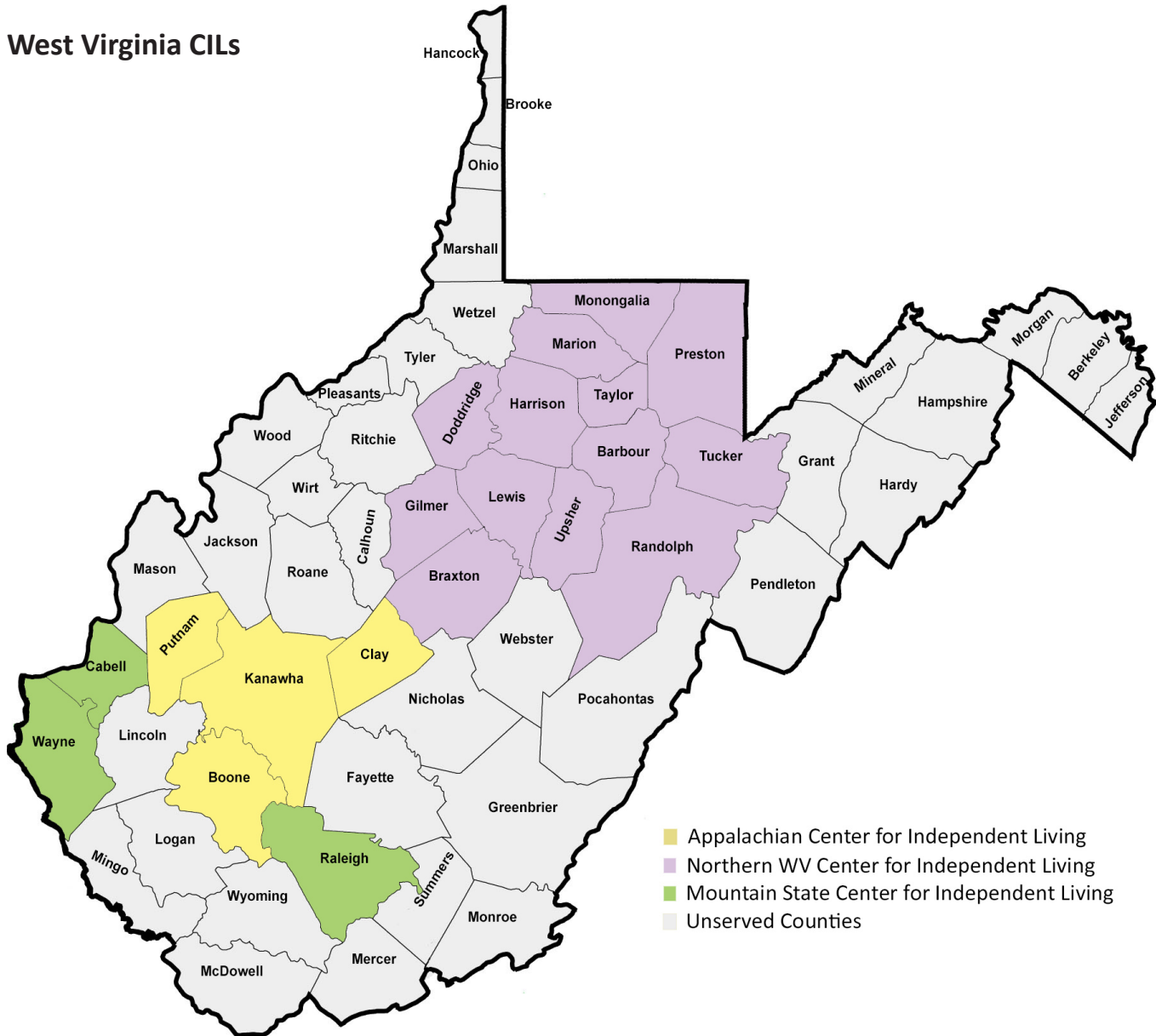
Although Ron died before the program was established in 1999, it was named in his honor by the legislators who sponsored the bill. Ron had a great impact on the disability community in Huntington and throughout West Virginia.

## Partnerships

The SILC works with a wide variety of partners on a variety of issues and advocacy. The consistent partnerships in Independent Living are with the Centers for Independent Living (CILs) and the Designated State Entity, which receive the federal Independent Living Funds.

The CILs have direct grants of operating funds (Part C) from the Independent Living Administration and also receive funds through this State Plan to provide Independent Living services (Part B and State IL Services funds).

### West Virginia CILs



#### Appalachian CIL

Elk Office Center  
4710 Chimney Dr.  
Charleston, WV 25302  
1-800-642-3003

#### Mountain State CIL

821 Fourth Ave.  
Huntington, WV 25701  
1-866-687-8245

329 Prince St.  
Beckley, WV 25801  
304-255-0122

#### Northern WV CIL

601 East Brockway Ave.  
Suite A & B  
Morgantown, WV 26505  
1-844-212-3464

109 Randolph Ave.  
Elkins, WV 26241  
1-866-262-2875



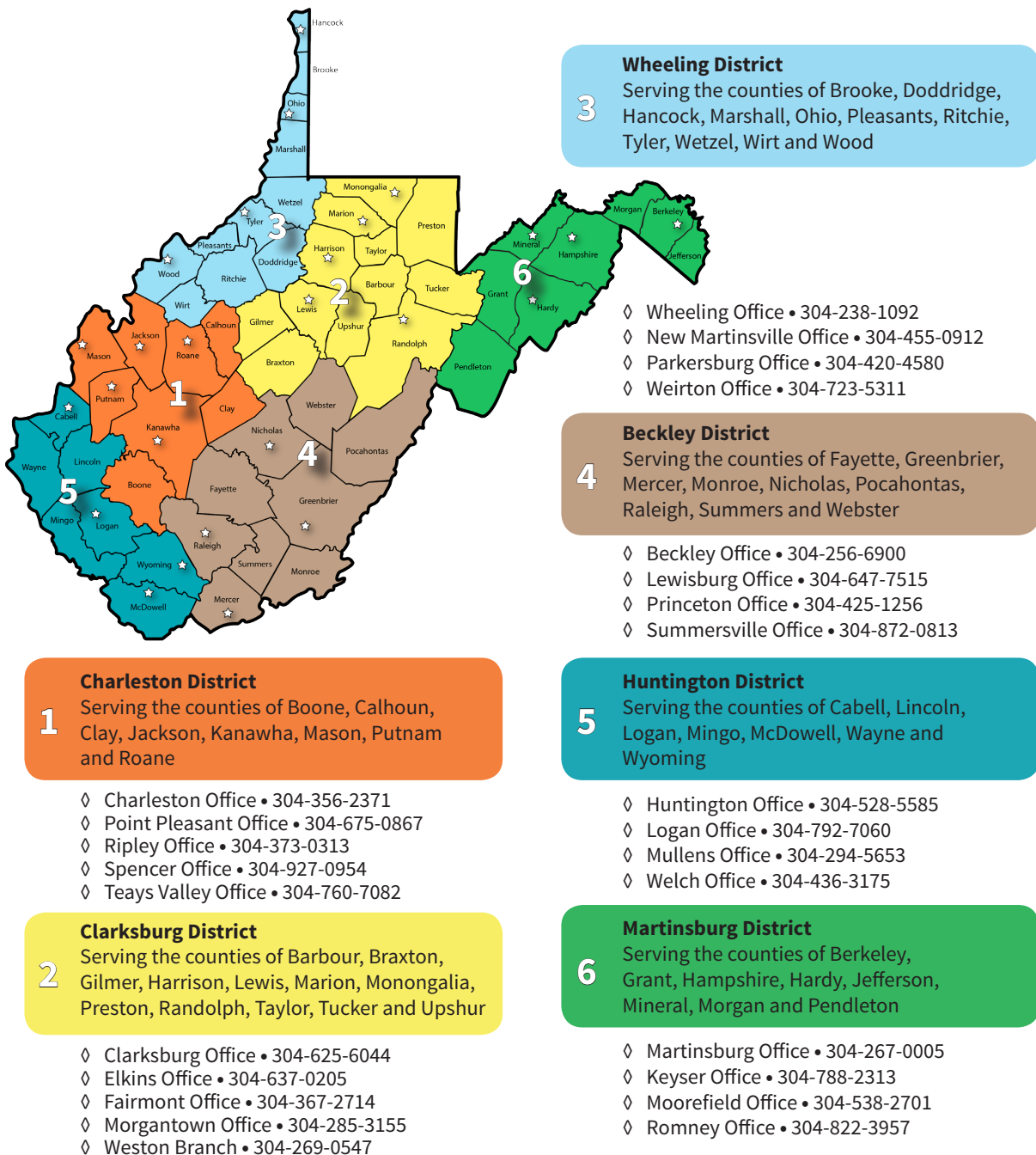
## Designated State Entity

The West Virginia Division of Rehabilitation Services is the “Designated State Entity” to receive both the Part B funds from the Independent Living Administration, and the State IL Services funds. All of the funds are granted to the CILs to provide services.



## West Virginia Division of Rehabilitation Services

304-356-2060 • 1-800-642-8207 • wvdrs.org





PO Box 625  
Institute, WV 25112