

**STATE PLAN FOR
INDEPENDENT LIVING
(SPIIL)**

**Chapter 1, Title VII of the Rehabilitation Act of 1973,
as Amended**

**STATE INDEPENDENT LIVING SERVICES (SILS) PROGRAM
PART B**

**CENTER FOR INDEPENDENT LIVING (CIL) PROGRAM
PART C**

FISCAL YEARS 2008 – 2010

Amended 09/05/20007

Effective Date: October 1, 2007

TABLE OF CONTENTS

Part I: Assurances

Section 1: Legal Basis and Certifications	3
Section 2: SPIL Development	3
Section 3: Independent Living Services	5
Section 4: Eligibility	5
Section 5: Staffing.....	5
Section 6: Fiscal Control and Fund Accounting	6
Section 7: Record-Keeping, Access and Reporting	6
Section 8: Protection, Use and Release of Personal Information	7
Section 9: Signatures.....	7

Part II: Narrative

Section 1: Goals, Objectives and Activities.....	8
Section 2: Scope, Extent and Arrangements of Services	24
Section 3: Design for the Statewide Network of Centers	26
Section 4: Designated State Unit (DSU).....	27
Section 5: Statewide Independent Living Council (SILC)	29
Section 6: Service Provider Requirements	31
Section 7: Evaluation	34

PART I: Assurances

Section 1: Legal Basis and Certifications

- 1.1* The Designated State unit (DSU) eligible to submit the State Plan for Independent Living (SPIL or the plan) and authorized under State law to perform the functions of the State under the State Independent Living Services (SILS) and Center for Independent Living (CIL) programs is the Utah State Office of Rehabilitation (USOR) 34 CFR 76.104(a)(1) and (2); 34 CFR 364.22(a)
- 1.2* The separate State agency eligible to submit the plan and authorized under State law to provide Vocational Rehabilitation (VR) services to individuals who are blind is **NA** 34 CFR 76.104(a)(1) and (2); 34 CFR 364.20(d) and 364.22(c)
- 1.3* The Statewide Independent Living Council (SILC) that meets the requirements of section 705 of the Act and is authorized to perform the functions outlined in section 705(c) of the Act in the State is Utah Statewide Independent Living Council . 34 CFR 364.21(a)
- 1.4* The Utah State Office of Rehabilitation is authorized and the Utah Statewide Independent Living Council is authorized to jointly develop, sign and submit this SPIL on behalf of the State, and has adopted or otherwise formally approved the SPIL. 34 CFR 76.104(a)(7); 34 CFR 364.20(c) and (d)
- 1.5* The USOR may legally carry out each provision of the plan and will comply with all applicable Federal statutes and regulations in effect with respect to the three-year period it receives funding under the SPIL. 34 CFR 76.104; 34 CFR 80.11(c)
- 1.6* The SPIL is the basis for State operation and administration of the program. All provisions of the SPIL plan are consistent with State law. 34 CFR 76.104(a)(4) and (8)
- 1.7* The representative, who has the authority under State law to receive, hold, and disburse Federal funds made available under the SPIL and to submit the SPIL jointly with the SILC chairperson is: Don Uchida. 34 CFR 76.104(a)(5) and (6)

Section 2: SPIL Development

- 2.1* The plan shall be reviewed and revised not less than once every three years, to ensure the existence of appropriate planning, financial support and coordination, and other assistance to appropriately address, on a statewide and comprehensive basis, the needs in the State for:
 - (a) The provision of State independent living services;
 - (b) The development and support of a statewide network of centers for independent living; and

- (c) Working relationships between programs providing independent living services and independent living centers, the vocational rehabilitation program established under title I, and other programs providing services for individuals with disabilities. *34 CFR 364.20(f)*.
- 2.2 The USOR and USILC conduct public meetings to provide all segments of the public, including interested groups, organizations and individuals, an opportunity to comment on the State Plan prior to its submission to the Commissioner and on any revisions to the approved State Plan. *34 CFR 20(g)(1)*
- 2.3 The USOR and USILC establish and maintain a written description of procedures for conducting public meetings in accordance with the following requirements:
 - (a) Appropriate and sufficient notice of the public meetings (that is, at least 30 days prior to the public meeting through various media available to the general public, such as newspapers and public service announcements, and through specific contacts with appropriate constituency groups and organizations identified by the USOR and USILC;
 - (b) Reasonable accommodation to individuals with disabilities who rely on alternative modes of communication in the conduct of the public meetings, including providing sign language interpreters and audio-loops; and
 - (c) Public meeting notices, written material provided prior to or at the public meetings, and the approved State Plan in accessible formats for individuals who rely on alternative modes of communication. *34 CFR 364.20(g)(2)*
- 2.4 At the public meetings to develop the State Plan, the USOR and USILC identify those provisions in the SPIL that are State-imposed requirements beyond what would be required to comply with the regulations in 34 CFR parts 364, 365, 366, and 367. *34 CFR 364.20(h)*
- 2.5 The USOR will seek to incorporate into and describe in the State Plan any new methods or approaches for the provision of IL services to older individuals who are blind that are developed under a project funded under Chapter 2 of Title VII of the Act and that the USOR determines to be effective. *34 CFR 364.28*
- 2.6 The USOR and USILC actively consult, as appropriate, in the development of the State Plan with the Director of the Client Assistance Program (CAP) authorized under Section 112 of the Act. *34 CFR 364.20(e)*

Section 3: Independent Living Services

- 3.1 The State, directly or through grants or contracts, will provide IL services with Federal, State, or other funds. *34 CFR 364.43(b)*
- 3.2 Independent living services shall be provided to individuals with significant disabilities in accordance with an independent living plan mutually agreed upon by an appropriate staff member of the service provider and the individual, unless the individual signs a waiver stating that such a plan is unnecessary. *34 CFR 364.43(c)*
- 3.3 All service providers will use formats that are accessible to notify individuals seeking or receiving IL services under Chapter 1 of Title VII about:
 - (a) The availability of the CAP authorized by section 112 of the Act;
 - (b) The purposes of the services provided under the CAP; and
 - (c) How to contact the CAP. *34 CFR 364.30*
- 3.4 Participating service providers meet all applicable State licensure or certification requirements. *34 CFR 365.31(c)*

Section 4: Eligibility

- 4.1 Any individual with a significant disability, as defined in 34 CFR 364.4(b), is eligible for IL services under the SILS program and CIL programs authorized under Chapter 1 of Title VII of the Act. Any individual may seek information about IL services under these programs and request referral to other services and programs for individuals with significant disabilities, as appropriate. The determination of an individual's eligibility for IL services under the SILS and CIL programs meets the requirements of 34 CFR 364.51. *34 CFR 364.40(a), (b) and (c)*
- 4.2 Service providers apply eligibility requirements without regard to age, color, creed, gender, national origin, race, religion or type of significant disability of the individual applying for IL services. *34 CFR 364.41(a)*
- 4.3 Service providers do not impose any State or local residence requirement that excludes any individual who is present in the State and who is otherwise eligible for IL services from receiving IL services. *34 CFR 364.41(b)*

Section 5: Staffing Requirements

- 5.1 Service provider staff includes personnel who are specialists in the development and provision of IL services and in the development and support of centers. *34 CFR 364.23(a)*
- 5.2 To the maximum extent feasible, a service provider makes available personnel able to communicate:

(1) With individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication devices, Braille or audio tapes, and who apply for or receive IL services under Title VII of the Act and (2) in the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under Title VII of the Act. *34 CFR 364.23(b)*

- 5.3 Service providers establish and maintain a program of staff development for all classes of positions involved in providing IL services and, if appropriate, in administering the CIL program. The staff development programs emphasize improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy. *34 CFR 364.24*
- 5.4 All recipients of financial assistance under parts B and C of Chapter 1 of Title VII of the Act will take affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act. *34 CFR 364.31*

Section 6: Fiscal Control and Fund Accounting

- 6.1 All recipients of financial assistance under parts B and C of Chapter 1 of Title VII of the Act will comply with applicable EDGAR fiscal and accounting requirements and will adopt those fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for those funds. *34 CFR 364.34*

Section 7: Recordkeeping, Access and Reporting

- 7.1 In addition to complying with applicable EDGAR recordkeeping requirements, all recipients of financial assistance under parts B and C of Chapter 1 of Title VII of the Act will maintain records that fully disclose and document:
- (a) The amount and disposition by the recipient of that financial assistance;
 - (b) The total cost of the project or undertaking in connection with which the financial assistance is given or used;
 - (c) The amount of that portion of the cost of the project or undertaking supplied by other sources;
 - (d) Compliance with the requirements of Chapter 1 of Title VII of the Act and Part 364 of the regulations; and
 - (e) Other information that the Commissioner determines to be appropriate to facilitate an effective audit. *34 CFR 364.35(a) and (b)*
- 7.2 All recipients of financial assistance under parts B and C of Chapter 1 of Title VII of the Act will submit reports that the Commissioner determines to be appropriate with respect to the records that are required by *34 CFR 364.35* and *.36*

Part II: Narrative

Section 1: Goals, Objectives and Activities

1.1 Goals and Mission -34 CFR 364.42(b)(1)

1.1A The goals of Utah's IL programs and services will be described by first stating the overall goals of Utah's six CIL's then stating the goals of the overall Independent Living Program in Utah.

Utah's CIL goals

Goal: People with disabilities, served through CILs, are living independently according to their individually selected IL goals.

Goal: To have communities where people with disabilities can participate to the fullest extent according to their individual ability and choice.

The goals for Utah's overall Independent Living Program for October 2007 to September 30, 2009, are as follows.

- Goal a. Public policy makers are aware of the needs and issues of individuals with disabilities and have the information they need to address them.
- Goal b. People with disabilities and the public in general become aware of the services provided through Utah's CILs and the philosophy of the Independent Living movement.
- Goal c. People with disabilities have options and supports to obtain and/or maintain community based living and participation according to their individual abilities and choice.
- Goal d. Youth with disabilities have the opportunities and support to be involved, according to their ability and choice, in their communities and disability culture.

The mission of the State's IL programs and services is to promote the full inclusion, independence and empowerment of people with disabilities through statewide advocacy, systems change, coordination, education, networking, resource development and enhancement of independent living services.

1.2 Objectives -34 CFR364(a)(1) and (d); 34 CFR 364.32;34 CFR364.33

1.2A see the following

CIL Objectives and Activities

Goal: People with disabilities, served through CILs, are living independently according to their individually selected IL goals.

Objective: The CILs will continue the provision of locally designed individual IL services for people with significant disabilities that facilitate achievement of their individual independent living goals.

Throughout all of the six CIL service packages, at a minimum, the four basic core services required by law are included in the options available under the provision of individual services. Utah's six CILs will continue to provide, in a manner consistent with the local community needs, the following services to achieve individual independent living goals

Information and Referral: All six CILs have well established programs to provide information and referral to individuals requesting such for disability issues and services. These services include local statewide and national information.

Peer Support: All of Utah's CILs have programs where staff, volunteers, or others with disabilities serve as role models to consumers on one to one basis.

Skills Training: Each CIL has multiple programs to provide the training needed for individual consumers to achieve or increase their individual level of independence.

Advocacy: In addition to community and state level advocacy (see next objective), all CILs provide individual advocacy programs to meet their consumer's needs.

Nursing Home Diversion and Transition: The Utah CILs are participating in a state funded program to prevent people with disabilities needless institutionalization and enhance community based living. Each CIL operates a local community Nursing Home Diversion and Transition program with the obvious goal of keeping people who do not need to be in nursing homes out of them. Each of the six programs combined these specific services with multiple center services to achieve this extremely important individual and community goal. Each center is collecting data on these services that will help demonstrate effective outcomes.

Assistive Technology: To differing degrees each Center provides assistive technology that includes evaluation, purchasing or loaning, training and follow up services. Level and scope of AT services provided in each Center depends upon availability of community based services and state funding.

Goal: To have communities where people with disabilities can participate to the fullest extent according to their individual ability and choice.

Objective: The CILs will continue local and state advocacy efforts and services that promote full inclusion and choice for people with disabilities.

Each of Utah's six regional CILs have customized their local advocacy efforts in response to community needs. Local advocacy efforts are based on the philosophy of consumer control and self reliance. Each of the six regional CILs has established methods of identifying local advocacy issues and reporting their advocacy efforts and results.

The six regional CILs have also agreed to participate in statewide advocacy through the expansion and/or development of local disability coalitions.

Utah Statewide Independent Living Program Objectives

A. Advocacy Initiative

Goal: Public policy makers are aware of the needs and issues of individuals with disabilities and have the information they need to address them.

Objective 1: Continue and maintain advocacy efforts on behalf of individuals with disabilities.

Activity 1a: Identify yearly advocacy priorities and activities.

In October and November of each year of the SPIL, the Council will identify and prioritize their advocacy objectives and describe what activities will be undertaken to achieve the objectives. This will occur in a regularly scheduled Council meeting and be decided by a majority vote of voting members. Prior to identifying the priorities and activities the Council will garner input from CIL directors, the Designated State Agency, other disability advocacy organizations, and the community in general. The advocacy priorities and activities will be documented in a yearly advocacy plan and made available to the public by posting them on the USILC website.

Activity 1b: Lead the advocacy efforts necessary to accomplish the goals and objectives of the SPIL.

All of the goals and objectives of the SPIL will require ongoing advocacy. The Council and its staff will work with others to develop strategies to address the advocacy efforts necessary to achieve the goals and objectives of each initiative.

Activity 1c: Coordinate with other local, state and national disability advocacy organizations.

In an effort to enhance the effectiveness of USILC advocacy efforts, the Council and Council staff will continue to coordinate with other groups advocating for the same or similar causes. The USILC and the DSU have a significant history of being very active and helpful in enhancing the effectiveness of advocacy efforts by being a team player. The Council will continue to

coordinate with the Disability Community Alliance, Utah Legislative Coalition for People with Disabilities, National Council on Independent Living, Disability Rights Action Committee and many others.

Activity 1d: Summarize and disseminate advocacy activities, issues, and alerts to the six CILs as needed.

To ensure the regional CILs and coalitions are aware of current issues concerning legislative and advocacy issues and activities, the USILC will, at a minimum, produce and distribute monthly summary and/or update of relevant disability, legislative and advocacy issues and activities. During the legislative session, and when needed, summaries and updates will be sent as soon as action occurs. The information will be posted on the USILC website and also sent in a written format to all CILs and regional coalitions. The specific intent of this activity is to keep interested individuals who cannot directly participate informed and up to date.

Activity 1e: Continue to support the USILC Public Policy Specialist position.

The Public Policy Specialist position is a critical component of the overall USILC advocacy effort. The Council and the DSU will continue to address the resource and support needs of this position.

Objective 2: Establish or enhance six regional disability advocacy coalitions that will coordinate with statewide efforts in establishing a statewide disability advocacy network.

Activity 2a: Work cooperatively with Utah's six CILs to ensure a working understanding of regional and local issues and priorities.

To establish and enhance an effective statewide advocacy network it is critical to have the involvement and understanding of all the regional CILs. These organizations are seen as the leader and center of the local efforts of communities to enhance the independence of citizens with disabilities.

The USILC and USILC staff will make every effort to garner input and cooperate with the six Centers. Communication considering the building of the coalitions will be through the CIL Director or their designee. Statewide issues will be communicated through the Association of Independent Living in Utah (AILU), an association representing all six CIL directors.

Activity 2b: Garner regional input concerning the design, operation and scope of their respective coalitions:

The USILC will facilitate planning and strategy development to design each regional coalition to meet the unique needs of each region. Strategies may include identification of a contact person, dissemination of local information, and the scope and activity of each coalition. CIL Directors and designated staff, as well as consumers, and others in the community will be involved in the

planning process. It is noted that some regions currently have coalitions. In these areas, USILC will assist in enhancing these coalitions and facilitating statewide networking capabilities.

Activity 2c: Provided training and technical assistance to the regional coalitions.

The USILC Public Policy Specialist will be available, as needed and/or requested, to provide ongoing training and technical assistance in the development of the regional coalition. Training will include a yearly basic advocacy training for new members of the coalitions and more advanced advocacy training and planning for staff and experienced coalition members. Topics will include state and local issue identification, where and to whom to direct initial advocacy efforts, working with others in the community with the same or similar issues, legislative appropriation committee process, and other relevant topics.

Activity 2d: Develop a statewide disability advocacy network:

In order to coordinate local advocacy efforts with issues that have a statewide impact, it will be necessary to be involved with an efficient network to exchange issues and information. The following is a list of the activities that will be undertaken to establish the statewide network.

(a) Maintain a central website: The usilc.org website will be maintained by Council staff. The site, at a minimum, will provide or link to:

- Notices of legislative and disability related issue meetings.
- Comprehensive information to assist advocates in understanding the issues (legislative fact sheets).
- Timely coverage and information of Utah legislative sessions including bill tracking and committee agendas.
- Contact information for legislators.
- Legislative action alerts.
- Summary of local and statewide advocacy efforts and activities.
- Links to disability services, information, and resources.

(b) Facilitate a process for each regional coalition to access and interact with the statewide network.

In order for a statewide network to be effective a process of communicating between the six regional coalitions and the central coordinating office will need to be established and refined. This of course means two-way communications so information can get out to the regions and the regions can get information to the central coordinating office. Each regional coalition will be encouraged to identify a contact person for the area or areas. The contact person will be responsible for accessing then distributing advocacy efforts and actions. This person would be responsible for phone and email networks in their regions and would also provide the central coordinating office with updates. This person would also be responsible for posting regional advocacy events, issues, and initiatives of the USILC website.

B. Public Awareness and Marketing Initiative

Goal: People with disabilities and the public in general become aware of the services provided through Utah's CILs and the philosophy of the Independent Living movement.

In order for people with disabilities to get the services and supports they need to achieve their goals of living as independent as possible, they need to be aware of their community CIL and services. In order for communities to move toward physical and attitudinal accessibility they need to increase their awareness and knowledge of the IL philosophy.

To get the word out about IL and its services and supports, it is necessary to tell the story of IL in Utah. To tell the story it is essential that there be adequate documentation of the services and supports being offered throughout the state, the effectiveness of them, and the people who do and do not receive them.

This plan identifies how the USILC, in concert with the CILs and the DSU, will facilitate in the achievement of the goal.

The USILC's role in the achievement of the goals, objectives, and activities is one of facilitating, not directing, the data collection activities of the independent CILs. USILC's role is to monitor the progress and results of the SPIL, not the individual Centers.

Objective 1: Enhance Utah's IL system's accountability and public awareness of IL philosophy, services and activities.

Activity 1a: Facilitate the uniformity of CIL data collection and reporting, where and when possible.

The reporting of accurate data can help tell the story of IL. This is true on a local, state and national level. Utah has evidenced the positive impact the reporting of IL data has had in gaining additional resources to expand and improve IL services. More so than ever, funding sources are demanding collection and reporting of outcome data. In addition, dissemination of the IL story can help in reaching un-served and underserved groups.

The USILC is required to gather and report statewide data concerning IL. This is not always an easy task.

One of the strategies that has proven to be to most effective in the delivery of IL services is having CILs governed and operated by local boards and staff. These individuals are aware of the uniqueness of their communities and the needs of the people who live there. Because of this each of Utah's six CIL customize their services to meet the needs of their individual communities. Although this customization is highly effective, it presents challenges in reporting the impact services have had statewide.

During the first year of the SPIL, Council staff will work in cooperation with AILU and USOR to identify data collection and reporting methods for how programs and services are significantly different between Centers. The USILC will then work with the above entities to uniformly collect and report data to the maximum extent possible.

Objective 2: Efficiently collect analyses and report IL system data.

Activity 2a: Develop and implement a process for the USILC to collect and report statewide IL data.

During the first year of the SPIL, USILC will contract with a research entity to help design and carry out a means to identify, collect, report, and analyze required and agreed on data. This data will be utilized to report the demographics of Utah's disability population including those impacted by the IL system. IL services and needs, as well as monitoring the objectives of the SPIL and the activities of the Council over the next three years, will also be addressed. During each stage of the development of the process, USILC and the contractor will work closely with AILU and USOR to produce a product that is acceptable to all.

Activity 2b: Collect IL systems data.

By the beginning of the second year of the SPIL, USILC, with assistance of the successful contractor, will begin collecting data in accordance with the approved methodology.

Activity 2c: Analyze data collected.

The contractor and USILC will do ongoing analyses of the data collected, including regional and statewide information. Analyses of data relevant to the implementation of the SPIL and the activities of the Council will also be ongoing. As with all other activities of this process, input will be garnered from all parties prior to finalization of the analyses.

Activity 2d: Submit reports as needed to the USILC.

The number, timeframe, scope and subject of reports resulting from analyses will be determined during the methodology development stage of this process. At a minimum, USILC staff will prepare a yearly and legislative report to be submitted to the Council for approval. All reports will include a description of the methodology used, a summary of the findings and recommendations, as appropriate.

One significant use of approved reports will be to provide accurate and comprehensive information for the development of the 2009 – 2011 SPIL.

Activity 2e: Widely disseminate information concerning the IL system.

The distribution of information contained in these reports will help tell the story of IL in Utah. In turn, awareness of IL services and philosophy will be enhanced, which is significant to

resource development, outreach to consumers in need, and the general public's interest in ensuring greater community integration.

The Council will take the lead in identifying resources to make sure dissemination is adequate.

C. Community Based Supports Initiative

Goal: People with disabilities have options and supports to obtain and/or maintain community based living and participation according to their individual abilities and choice.

Objective 1: Ensure people with disabilities are represented and involved in local and statewide planning for affordable and accessible housing.

Activity 1a: Identify existing advocacy efforts, organizations and groups, and statewide and local planning activities.

During the first year of the plan USILC staff will identify and describe existing affordable and accessible housing planning and activities. Written documentation of efforts and organizations involved will be used to determine USILC's level of involvement.

Activity 1b: Evaluate the level of participation of people with disabilities in local and statewide housing planning.

After identifying housing organizations and state and local planning processes, USILC staff will determine if there is adequate representation of people with disabilities. If representation is not adequate, USILC will work with others to advocate for the representation.

Activity 1c: Increase USILC's level of involvement in statewide and local disability housing issues.

During the past year, USILC staff has not been actively involved with housing issues relevant to people with disabilities. At least not to the extent the Council should be, since housing is one of the most significant barriers people with disabilities face in living independently. After we have identified statewide efforts, the Executive Director will belong to or attend significant housing organizations and meetings. This will assist the Council in providing up-to-date information to the six regional CILs.

Activity 1d: Report to the six CILs, and to their regional coalitions, information concerning affordable and accessible housing.

In response to the needs of the CILs, USILC will, by the end of the third year, produce a housing resource guide and/or report. The nature of the document will be a summary of organizations addressing the needs of people with disabilities, current state and local planning activities, and any current funding issues or opportunities. If feasible, the document will also serve as a resource to locating accessible housing. The document will be kept current and relevant by USILC staff.

Objective 2: Available and accessible transportation.

Activity 2a: Identify current transportation planning activities and efforts to enhance accessible transportation.

During the first year of the SPIL, USILC staff identifies and documents as many statewide and local transportation organizations as possible. This first and necessary step will be initiated to gain information to develop local and statewide strategies for accessible and affordable transportation.

Activity 2b: Ensure representation and involvement in state and local transportation planning.

Each significant transportation planning organization and activity will be reviewed to determine if it has adequate disability representation. Groups and activities that are not adequately represented will be approached by an appropriate entity to advocate for adequate representation. These efforts will be documented as to action taken and outcome achieved.

Activity 2c: Coordinate and become involved with existing advocacy and efforts to enhance statewide transportation options for people with disabilities.

The Council will seek membership for a Council member or Council staff to become a member of the United We Ride Organization. This Organization is identifying statewide issues of transportation from the perspective of people with disabilities. The Council will seek to become involved with other transportation organizations to enhance the views of the disability community. By the second year of the plan, transportation activities and efforts will be reported at regularly scheduled Council meetings.

Activity 2d: Develop and submit for approval to the Council a report detailing the state of transportation for people with disabilities.

By the end of the third year of the SPIL, USILC staff will develop and present to the Council a report summarizing the state of affairs relevant to the accessibility of public transportation for people with disabilities. The report will detail the current state of affairs of statewide and local transportation. It will attempt to determine overall needs for improvement, describe best practices, and provide recommendations for the following SPIL. After approval and possible

modifications the report will be published and disseminated as widely as possible and to all levels of government that will read the report.

Objective 3: Awareness of, and access to, information covering major state and national disability legislation, actions and issues.

Assigned USILC staff will gather and disseminate information concerning major issues such as Medicaid, Medicare and money follows the person. This information will be distributed to the six regions on an as needed basis as described in **Initiative A**, Objective 1: *Activity 1d*.

D. Youth Initiative

Goal: Youth with disabilities have the opportunities and support to be involved, according to their ability and choice, in their communities and disability culture.

Providing opportunities for Utah's youth with disabilities to be involved in grassroots networking and advocacy is critical to ensuring their voices are heard in the disability movement. Not only does it provide a voice but it encourages the exchange of positive information between peers and increases knowledge of issues related to transitioning from youth to adulthood. These issues include peer support, disability rights and culture, health care, school, employment, leadership and other issues related to living with a disability.

Activity a: Identify existing local, state and national programs and/or organizations addressing issues concerning youth with disabilities.

During the first year of the plan, USILC staff will work towards documenting youth with disability programs and organizations both in and out of Utah. By the end of the year, staff will submit to the Council a document identifying and describing relevant youth programs and organizations. The report will also provide recommendations as to how to increase grassroots youth with disabilities efforts and activities.

As part of this investigation, USILC will identify ways of finding out from youth with disabilities what their needs and desires are considering successful transition to adulthood.

Activity b: Coordinate with existing youth with disability programs and organizations.

During the second year of the plan USILC will coordinate with selected youth with disability programs and organizations to help provide youth the opportunity to participate and/or develop effective youth programs.

Activity c: Develop recommendations for the enhancement of successful transition from adolescence to adulthood of youth with disabilities.

Prior to the end of the third year, USILC will assist in summarizing the findings and events of the previous three years and to set out recommendations of goals and objectives for grassroots youth disability organizations, activities and services. Recommendations will be developed by

the then existing youth with disabilities organizational participants. The scope, direction, and implementation of the recommendations will be determined by Utah's youth with disabilities. If these groups desire, the recommendations will be presented at a Utah Statewide Youth with Disability Conference sponsored by the USILC and other interested organizations and agencies.

1.2B Steps planned regarding outreach to un-served and underserved populations.

Eighty percent of Utah's population is located along the Wasatch Front. This area is served by three Centers individually located in Ogden, Salt Lake, and Provo. The remainder of the State, 86% of the geographic make up, is served by an additional three Centers located in Logan, Price and St. George.

Although each of Utah's six CILs have established programs to outreach un-served and under served populations all report that there still is a significant number of un-served and under served individuals with disabilities in their service regions. This is primarily due to the lack of resources including transportation, funding and staff time.

Currently Utah's IL Program lacks definitive data to accurately identify specific under served and un-served populations according to race, ethnicity, age and disability. Each of the Centers keep records of individuals they have served and can detail the number according to the above categories, as reported in their yearly 704 document. However, other than the general category of people with disabilities, there is currently no formal process in place to demonstrate if a certain population is under or un-served by the IL system. Keeping this in mind, it is still possible to predict with relative certainty that some specific populations are not receiving the services or level of services they need. Center Directors report that Hispanic, Asian, Black and Polynesian populations are most likely under served compared to incidence rates in Utah's population. In addition youth, with the exception of the Salt Lake center, are also not commonly served through Utah's CILs.

Utah's IL Program has however initiated outreach efforts. Over the course of the last SPIL the IL Program has focused on outreach to two known under served population. These populations are individuals with disabilities who are individuals in remote rural areas of the State, including native Indian Reservations, and individuals with disabilities who are institutionalized. During the past two State fiscal years the IL Program has sought and received state funding for outreach programs to both of these populations. All six Centers currently have established programs to begin addressing the needs of these under served populations.

During the duration of the SPIL, beginning October 1st 2007, the Utah IL Program will address outreach to un-served and under served populations in the following manner.

Population designated for outreach efforts will be determined during the first year of the plan according to Goal B, Objective 1 and 2 and their specified activities and Goal D and its activities.

During the first year of the SPIL an independent contractor in coordination with the Council, AILU and the DSU, will (as specified in Goal B, Objective 1 and 2 and Goal D) compare

existing Utah census and disability information concerning disability types, gender, age ethnicity and race with case service records collected individually by all six CILs. The comparison of incidence in the population to individuals served in the CILs will be analyzed for each region as well as Statewide. This data and analysis will be used by The IL Program to determine which populations are under or un-served. During the second year the effectiveness of current outreach efforts to the populations mentioned above will be assessed. The next steep will be to review the collected data and information and garner input from the identified populations, to develop strategies to address the needs of these under served populations. Strategies will be developed according to the individual needs resources and circumstances of each of the six regions. With strategies designed the IL Program will prioritize and advocate for the resources necessary to implement the strategies.

The needs of individuals with significant disabilities from minority groups are addressed through the methodologies above and by analyzing data collected under Goal B, Objective 1 and 2 and its activities and Goal D and its activities.

1.3 Financial Plan -34 CFR 364.42(a)(2) and (3); 34 CFR 364.29

As required under Title VII, Section 364.4(b)(i) of the Rehabilitation Act, the USILC and the USOR have developed and approved for inclusion in the Utah SPIL a resource plan for the provision of resources, including staff and personnel necessary to carry out the functions of the SILC.

The method or process by which this plan was developed includes community input from six regional public hearings, 8 statewide community disability public gatherings, consultation with the six directors of Utah’s CILs, negotiations between the USILC and the USOR, review and approval by the USILC and the fiscal sub-committee, and review and approval by the Utah State Board of Education, for the administration of the Vocational Rehabilitation and Independent Living programs.

1.3A Financial Plan Tables

Year 1

<u>Sources</u>	<u>Approximate Funding Amounts and Uses</u>			
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities
Title VII Funds				
Chapter 1, Part B	\$106,260.00	\$201,464.00		
Chapter 1, Part C			\$784,880.00	
Chapter 2, Individuals Who are Older Blind				
Other Federal Funds				

Sec. 101(a)(18) of the Act (Innovation and Expansion)	\$26,053			
Other				
Non-Federal Funds				
State Funds	\$44,243.00	\$2,741,093.00		\$55,592.00
Other				

Year 2

<u>Sources</u>	<u>Approximate Funding Amounts and Uses</u>			
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities
Title VII Funds				
Chapter 1, Part B	\$106,260.00	\$201,464.00		
Chapter 1, Part C			\$784,880.00	
Chapter 2, Individuals Who are Older Blind				
Other Federal Funds				
Sec. 101(a)(18) of the Act (Innovation and Expansion)	\$26,053			
Other				
Non-Federal Funds				
State Funds	\$44,243.00	\$2,741,093.00		\$55,592.00
Other				

Year 3

Sources	Approximate Funding Amounts and Uses			
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities
Title VII Funds				
Chapter 1, Part B	\$106,240.00	\$201,464.00		
Chapter 1, Part C			\$784,880.00	
Chapter 2, Individuals Who are Older Blind				
Other Federal Funds				
Sec. 101(a)(18) of the Act (Innovation and Expansion)	\$26,053			
Other				
Non-Federal Funds				
State Funds	\$44,243.00	\$2,741,093.00		\$55,592.00
Other				

1.3B Financial Plan Narratives

1.3B(1)

Utah has developed a coordinated plan to meet the needs of IL consumers and comply with Federal requirements. The majority of Federal Part B funds are divided between four older CILs to provide IL service through contracts with USOR. The balance of Part B funds and \$44,243 in State funds are contracted to USILC for resources required to meet SPIL requirements. State funds primarily go to these four older centers, as well as two newer Centers developed with State funding in 2001. These funds are for the general CIL’s operations in providing IL services to consumers. Approximately \$800,000 in state funds also goes directly to IL consumers in the purchasing of Assistive Technology (AT) devices and services.

1.3B(2)

USOR employs three staff members on a full-time basis to support the IL program. These positions include an IL Coordinator, an IL Specialist, and an Executive Secretary. The IL Program, including all aspects of the SPIL, CIL, and USILC support, are under the USOR Support Services Program. The USOR Support Services Program Coordinator provides support

and direction as required. Fiscal services and support are provided by the Utah State Office of Education fiscal unit.

1.3B (3) Provide any additional information about the financial plan, as appropriate.

N/A

1.4 Compatibility with Title VII and the CIL Work plans – 34 CFR 364.42(c) and (e)

1.4A

This SPIL was developed based on the IL philosophy as reflected in these citations. Careful consideration was given to the development and submission of this SPIL to ensure consistency with the IL Philosophy, Title VII of the Act, and 34 CFR 364.2.

The objectives of this SPIL are developed based on the IL philosophy and purposes as reflected in these citations and are consistent with Chapter I Title VII of the Act, 34 CFR 362.2 and CIL Work plans. The SPIL specifically outlines objectives to assist individuals with significant disabilities in becoming more independent and being integrated in the communities in which they live by the provision of the four IL core services, nursing home diversion and transition, and the use of assistive technology. The objectives also provide a plan to expand these services through individual and systems advocacy, enhancement of regional disability network coalitions, public awareness through adequate documentation of IL services and supports throughout the state, community based supports initiatives through advocating for affordable housing, accessible transportation and the promotion of awareness of major disability issues and an initiative to involve youth with disabilities in the IL movement. The purpose of the SPIL goals and objectives is to ensure people with disabilities are living independently according to their individually selected IL plan and to have communities where people with disabilities can participate to the fullest extent possible according to their individual ability and choice.

1.4B

Separate public hearings were held in each of the six CILs with consumers and CIL staff. These hearings were facilitated by a contractor with expertise in disability issues. USOR and USILC staff attended each meeting. The contractor produced a written report which reflected the priorities of consumers and CILs. These priorities and CIL objectives were incorporated into this SPIL with full agreement by USOR, USILC and all six CIL Executive Directors.

1.5 Cooperation, Coordination, and Working Relationships Among Various Entities – 34 CFR 364.26

Services within the SILS program are provided only by CILs in Utah through contract with USOR. The six CIL Executive Directors work together as members of the AILU. USOR and USILC regularly attend AILU meetings. USOR and USILC also meet with CIL Executive Directors individually. USOR attends USILC meetings regularly and works closely with USILC. The designated USILC member regularly attends State Rehabilitation Council meetings. All of these steps are taken to increase cooperation and coordination of services.

Each entity demonstrates the importance of positive working relationships on the overall success of the SPIL and provision of services to IL consumers.

In the same manner of cooperation and coordination reflected above, USOR, USILC and Center Directors and staff frequently attend and or serve on disability related organizations and agencies councils and Boards. These include but are not limited to; the Division of Services to the Deaf and Hard of Hearing, the Division of Services to the Blind and Visually Impaired, the Developmental Disabilities Council, the Utah Assistive Technology Program, the Utah Assistive Technology Foundation, the Legislative Coalition for People with Disabilities, the Coordinating Council for People with Disabilities, and other relevant organizations. The purpose of attending and/or serving on these organizations is to ensure that independent living philosophy and services are taken into account when these organizations develop activities, services and policy.

The Director of USOR is a member of the Coordinating Council for People with Disabilities (CCPD). This legislatively mandated Council consists of the directors of Utah's major disability agencies and organizations and has the ability to implement policy change. The CCPD identifies policies and services of individual agencies and organizations that impact the lives of people with disabilities. The CCPD strives to avoid duplication of services and maximize the effectiveness of services with disabilities. The USOR Director and his designees regularly meet with the Center Directors and the Council to hear IL issues and needs, including coordination with other entities. In this manner the USOR Director represents the Utah Independent Living Program on the CCPD.

1.6 Coordination of Services – 34 CFR 364.27

The Utah IL Program will provides the specific services outlined in the Act as well as Nursing Home Diversion and Transition services, Community Integration services, Assistive Technology services and a variety of IL services and programs designed to meet local needs. As stated in 1.5 Cooperation, Coordination and Working Relationships Among Various Entities, the Utah IL Program staff, council, and consumers will continue to serve on a wide range of boards and councils and is represented on the CCPD. In addition CILs staffs are members of numerous regional and local committees and boards with the goal of representing IL and ensuring that recourses are not wasted on duplication of services.

1.7 Independent Living Services for Individuals who are Older Blind – 34 CFR 364.28

The Older Individuals who are Blind program has three new methods that will be initiated during the SPIL's three year period that will assist individuals in becoming more independent and provide greater outreach efforts. First, the Older Blind program is initiating an effort to train individuals participating in the program in their own homes. This training is intended to increase the consumer's independence through activities of daily living, Braille training, and access to transportation training and other independent living skills training. Second, there will be an increased outreach effort to locate individuals who are deaf and blind and make them aware of additional services that will aid them to become more independent. Third, additional outreach will be conducted to increase participation in the Older Blind program in general. State funding

has provided \$70,000 to hire and train individuals who are current clients of the program to conduct this outreach effort.

Section 2: Scope, Extent and Arrangements of Services

2.1 Scope and Extent – 34 CFR 364.42(b)(2)(3); 34 CFR 364.43(b); 34 CFR 364.59(b)

2.1A

Table 2.1A(1): Independent living services	Provided by the DSU (directly)	Provided by the DSU (through contract and/or grant)	Provided by the CILs (Not through DSU contracts/ grants)
Core Independent Living Services, as follows:			
- Information and referral		X	X
- IL skills training		X	X
- Peer counseling		X	X
- Individual and systems advocacy		X	X
Counseling services, including psychological, psychotherapeutic, and related services			
Services related to securing housing or shelter, including services related to community group living, and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by, individuals with significant disabilities)	X	X	X
Rehabilitation technology	X	X	X
Mobility training	X	X	X
Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services	X	X	X
Personal assistance services, including attendant care and the training of personnel providing such services			
Surveys, directories and other activities to identify appropriate housing, recreation, accessible transportation and other support services		X	X
Consumer information programs on rehabilitation and IL services available under this Act, especially for minorities and other individuals with disabilities who have traditionally been unserved or underserved by programs under this Act		X	X

Table 2.1A(1): Independent living services	Provided by the DSU (directly)	Provided by the DSU (through contract and/or grant)	Provided by the CILs (Not through DSU contracts/ grants)
Education and training necessary for living in the community and participating in community activities		X	X
Supported living		X	X
Transportation, including referral and assistance for such transportation			X
Physical rehabilitation			
Therapeutic treatment			
Provision of needed prostheses and other appliances and devices	X	X	X
Individual and group social and recreational services		X	X
Training to develop skills specifically designed for youths who are individuals with significant disabilities to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and explore career options		X	X
Services for children with significant disabilities		X	X
Services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with significant disabilities		X	X
Appropriate preventive services to decrease the need of individuals with significant disabilities for similar services in the future		X	X
Community awareness programs to enhance the understanding and integration into society of individuals with disabilities		X	X
Other necessary services not inconsistent with the Act		X	X

2.1B N/A

2.1C N/A

2.2 Arrangements for State-Provided Services – 34 CFR 364.43(d) and (e)

2.2A

As described above, USOR contracts the majority (see 1.3A Financial Plan Tables) of Federal Part B funds to four CILs for the provision of direct services. Contracts are developed and monitored by standards required by the Utah Division of Purchasing, Utah State Office of Education, and the “Standards and Assurances” outlined in the Act.

2.2B

The state contracts with the Centers were developed in the 1980’s and are amended yearly as needed to meet State and Federal requirements. Eligibility determination by the Centers has been delegated since the beginning of USOR contracts in the 1980’s. Eligibility training is conducted periodically and CSRs are reviewed in the monitoring process.

Section 3: Design for the Statewide Network of Centers

3.1 Existing Network – 34 CFR 364.25

3.1A

The State has developed a design and established a statewide network of CILs that comply with the standards and assurances set forth in section 725 (b) and (c) of the Act. The following shows the geographic areas by county and the population currently served by each of the six centers.

Physical location of CILs statewide and the population served by each Center according to the 2000 Census conducted by the U.S. Census Bureau:

Options for Independence located in Logan, Cache County, Utah

Serving Cache, Rich and Box Elder counties.

(Satellite Office located in Brigham City, Box Elder County, Utah)

Total population for these counties =136,097

Tri-County Independent Living Center located in Ogden, Weber County, Utah

Serving Weber, Morgan and Davis counties.

Total population for these counties=442,656

Utah Independent Living Center located in Salt Lake City, Salt Lake County, Utah

Serving Summit, Salt Lake and Tooele counties.

(Satellite office located in Tooele, Tooele County, Utah)

Total population for these counties=968,858

Central Utah Center for Independence located in Provo, Utah County, Utah

Serving Wasatch, Utah, Sanpete and Juab counties.

(Outstation located in Manti, Sanpete County, Utah)

Total population for these counties=421,729

Active Re-Entry Center for Independent Living located in Price, Carbon County, Utah
Serving Carbon, Daggett, Uintah, Duchesne, Emery, Grand, and San Juan counties.
(Satellite offices located in Moab, Grand County, Utah and Vernal, Uintah County, Utah)
Total population for these counties=94,696

Red Rock Center for Independence located in St. George, Washington County, Utah
Serving Washington, Iron, Kane, Garfield, Wayne, Piute, Beaver, Millard and Sevier
counties.
(Outstations located in Minersville, Iron County, Utah and Richfield, Sevier County,
Utah
Total population for these counties=176,110

3.2 Expansion of Network – 34 CFR 364.25

3.2A

The existing IL network includes six CILs with four satellites or out stations, the DSU and the Council. The six Centers divide the entire state into six regional areas. Through this design all areas of the State are covered by IL services. This of course does not mean that all individuals needing IL services receive them. The network does not have sufficient resources to serve all in need. The Utah IL Program has been relatively successful in obtaining federal and state funding to establish the six centers that currently serve the state. For the past six years it has been the policy of the IL Program to advocate for funding to increase the capacity of the Centers to serve the under and un-served populations in their regions. This expansion of capacity to deliver services to under and un-served IL consumers has been the IL Program's strategy for expansion of the network.

The IL Program over the time of this SPIL will develop a new plan for the expansion of the IL network. This will be accomplished in the following manner:

- (a) Use the information and data obtained from the activities described under the Utah IL Program Objective B (page 13) to facilitate the identification of under served and un-served populations and or areas.
- (b) Work in coordination with the AILU, DSU and the Council in interpreting the findings of the research project relevant to network expansion.
- (c) Work in coordination with the same parties in prioritizing needs regionally and statewide.
- (d) Develop an IL Expansion Network Plan including the order of priority for the allocation of additional funding.
- (e) Circulate the proposed plan to IL consumers and other disability groups providing a process for providing input on the plan.
- (f) Review and incorporate as appropriate community input.
- (g) Submit the IL Expansion Plan for approval to the Council.

3.3 Section 723 States Only – 34 CFR 364.39

3.3A N/A

3.3B N/A

Section 4: DSU

4.1 Administrative Support Services – 34 CFR 364.4; 34 CFR 364.22(b)

4.1A

The USOR is the Designated State Unit DSU for the purposes of this SPIL. The mission of the USOR is to assist individuals with disabilities to obtain employment and increase their independence. To be successful with this mission, the independent living needs of people with disabilities must also be supported. USOR's responsibilities under the SPIL shall include the following:

- (1) USOR will act in partnership with the USILC and CILs to promote IL philosophy and support advocacy activities to develop, enhance and support a successful network of CILs.
- (2) USOR will provide training to all staff on independent living philosophy and services.
- (3) USOR will provide access to technical support in areas identified in the SPIL.
- (4) USOR will contract funding for the operations of the State Independent Living Council.
- (5) USOR will administer and monitor fiscal and program compliance of CIL grants awarded with Federal and State IL funds.

4.1B

Under the direction of the USOR, the Division of Services for the Blind and Visually Impaired (DSBVI) administers the Older Blind program for individuals 55 and over. Three of the CIL's serve substantial rural areas and have Older Blind Specialists that work with the DSBVI in providing services for individuals who are blind or visually impaired.

Section 5: SILC

5.1 Resource plan -34 CFR 364.21(i)

5.1A Utah has developed a coordinated plan to meet the needs of IL consumers and comply with Federal requirements. The majority of Federal Part B funds is divided between four older CIL's to provide IL service through contracts with USOR. The balance of Part B funds and

\$44,000 in state funds are contracted to USILC for resources required to meet SPIL requirements. State funds primarily go to these four older Centers, as well as two newer Centers developed with State funding in 2001. These funds are for the general CIL operations in providing IL services to consumers. Approximately \$800,000 in State funds also go directly to IL consumers in the purchasing of AT devices and services.

USOR employs three staff members on a full-time basis to support the IL program. These positions include an IL Coordinator, an IL Specialist, and an Executive Secretary. The IL Program, including all aspects of the SPIL, CIL, and USILC support, are under the USOR Support Services Program. The USOR Support Services Program Coordinator provides support and direction, as required. Fiscal services and support are provided by the Utah State Office of Education fiscal unit.

5.1B SILC resource plan requirements will be addressed by the following:

- The SILC's responsibility for the proper expenditure of funds and use of resources that it receives under the resource plan are identified in the Council approved Policy and Procedure Manual. The manual details proper expenditures and record keeping of those expenditures and has several safeguards built into the policies. Safeguards such as, yearly audits, double signature requirements, and independent bookkeeping.
- There are no conditions or requirements included in the resource plan or the DSU contract with SILC that compromise the independence of the SILC. The SILC is a 501(c)(3) non-profit organization that is operated by the Council and not the DSU.
- The SILC Policy and Procedures, as well as the contract with the DSU, identify the existing resources to be used in implementation of the State Plan. The Policies and contract agreement are closely followed and monitored by the Council's Executive Committee and Financial Sub-committee.

5.2 Establishment and Placement -34 CFR 364.21 (a)

5.2A The USILC has been established as a 501(c)(3) for the last two State Plan cycles. The placement of the SILC is not within the State's organizational structure and is located outside the State's structure as a non-profit organization.

5.3 Appointment and Composition -34 CFR 364.21(a)

5.3A

The USILC ensures appropriate appointment and composition of the Council by strictly adhering to its approved Bylaws. The Bylaws are reflective of 705(b) requirements.

The process of appointing an individual to serve as a voting member to the USILC is as follows: The Council's Nomination/Membership Committee screens potential candidates and presents their recommendations for appointment to the Council for nomination consideration. The voting membership of the Council votes to approve or disapprove the candidates. Approved candidates are then submitted to the Utah State Board of Education for consideration for appointment. Those approved by the Board are appointed as members to the USILC.

The Chair of the Nomination/Membership Committee is responsible to ensure that the nomination process and membership requirements as stated in the Bylaws and Federal regulations are adhered to. This includes making certain that the membership consists of at least 51% individuals with disabilities and are not employed by a State agency or CIL; and that a majority of the voting membership are individuals with disabilities and not employed by any State agency or Center.

5.4 Staffing-34 CFR 364.21(b)-(f)

5.4A The following SILC staffing requirements will be met by the following:

In order to carry out the goals and objectives of the Council identified in the SPIL over each of the next three years, resources have been identified to fund the following positions.

- (a) Executive Director: 1FTE: This position reports to the Council Chair and oversees the activities identified in the SPIL, as well as monitor and support additional USILC staff. The director is also responsible for overseeing all contracts and fiscal activities of the Council and staff. The Director is responsible for the effective day to day operation of the Council, staff, office and all programs and activities.
- (b) Public Policy Specialist: 1FTE: This position reports to the Director and is responsible for carrying out the activities detailed in the Advocacy Initiative. In addition, the position serves to represent USILC and USOR in advocacy efforts to increase funding for disability services program and helps address organizational and legislative policies that are barriers to employment and independence to people with disabilities.
- (c) Administrative Assistant .52FTE: The Administrative Assistant reports to the Director and is responsible for the day to day clerical and fiscal of the office. In

addition, the position is responsible for the functional operation of the Council including scheduling meetings, meeting preparations, and documentation.

Staffing is monitored by the Executive Committee of the Council and the contract monitor from the DSU. The USILC Policy and Procedures Manual provides a detail of staffing responsibilities, operational procedures, and employee rights.

Section 6: Service Provider Requirements

6.1 Staffing – 34 CFR 364.23; 34 CFR 364.24; 34 CFR 364.31

- Inclusion of personnel who are specialists in the development and provision of IL services and in the development and support of Centers.

USOR contracts require CILs, when providing services to individuals covered under this contract, ensure that the majority of the staff and individuals in decision making positions are individuals with disabilities. This is a reflection of the IL Philosophy tenet and the Act that the IL program and services be consumer driven. Hiring criteria, including minimum qualifications, are developed to require the aptitudes and skills required for specific positions.

- Availability, to the maximum extent feasible, of personnel able to communicate (1) with individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication devices, Braille, or audio tapes and (2) in the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under Title VII of the Act.

USOR's contract with CILs requires that services will be provided by staff members who are able to communicate in the native languages of applicants. If this is not possible, arrangements will be made as necessary and appropriate. The CILs will ensure that appropriate modes of communication for all applicants and eligible individuals are used.

- Establishment and maintenance of a program of staff development for all classes of positions involved in providing IL services and, where appropriate, in administering the CIL program and improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy.

Individual performance plans are written annually that identify each staff members training needs. Training may include conferences, classes, supervisory, and co-work/peer training. Based on the employee's job requirements, training topics may range from IL skills and philosophy training, to administrative tasks, fiscal management, training, and increasing knowledge of community/disability services and support services.

- Affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act.

USOR contracts require CILs to use sound organizational and personnel practices, including affirmative action, to employ and advance in employment qualified individuals with significant disabilities. Each CIL has developed affirmative action policies and practices.

6.2 Fiscal Control and Fund Accounting – 34 CFR 364.34

- Adoption of those fiscal control and fund accounting procedures, as may be necessary, to ensure the proper disbursement of and accounting for funds made available through parts B and C of chapter 1 of title VII of the Act, in addition to complying with applicable EDGAR fiscal and accounting requirements.

USOR contracts require that CILs practice sound fiscal management. USOR expects CILs to comply with EDGAR fiscal and accounting requirements. Annual audits must be completed according to audit requirements established in OMB Circular A-133 issued under the authority of the Budget and Accounting Act of 1921 as amended; Budget and Accounting Procedures Act of 1950, as amended; Reorganization Plan No. 2 of 1980; and Executive Order No. 11541, and provide that report to USOR. The annual financial report must include, at a minimum, a statement of revenues and expenditures and a copy of any applicable audit reports. CILs must provide, or allow inspection of, financial source documentation including journal entries and other relevant financial documentation to, or by, USOR designated staff. The annual financial audit must be conducted according to audit requirements established in the Statement on Auditing Standards (SAS) No. 99, Management Antifraud Programs and Controls. CILs must implement all USOR audit recommendations.

6.3 Record-Keeping, Access and Reporting – 34 CFR 364.35; 34 CFR 364.36; 34 CFR 364.37

The USOR acting as the DSU has a contract with each individual CIL and the SILC. As part of the contract, the CIL's and the SILC are obligated to comply with applicable EDGAR fiscal and accounting requirements and records that fully disclose and document the requirements outlined in 34 CFR 364.35. In addition, the CILs and the SILC are required to submit all reports the Secretary determines to be appropriate. All records outlined in 34 CFR 364.37 are also required to be made accessible to the Secretary and Comptroller General or their duly authorized representatives for review. The Utah State Office of Rehabilitation monitors these contracts to assure compliance with these regulations through annual and semi-annual reports, audits and reviews.

As described in 6.2 above, a fiscal audit is completed annually with each CIL. Any recommendations regarding improvements in record-keeping are implemented. In addition, USOR contracted with an independent auditor for thorough audits of each CIL. A number of record-keeping improvements were implemented on the basis of recommendations from that audit. A follow-up audit was completed in 2006 by the Utah State Board of Education Internal Auditor. No audit exceptions were identified. Record-keeping, access and reporting were consistent with all related regulations.

USOR contracts require annual mid-year progress reports from each CIL. The 704 report is submitted to USOR for review. As reported in 6.1 and 6.2 above, financial reports are submitted annually.

Each CIL is accessible to all authorized Federal and State officials for audits, examinations and compliance reviews.

6.4 Eligibility – 34 CFR 364.40; 34 CFR 364.41

USOR contracts with the CILs require that the contractor provide services to individuals with a range of significant disabilities. The CILs operate under policies and procedures that outline eligibility requirements for services that meet the definition defined in 34 CFR 364.4(b). USOR conducts periodic trainings on these policies and procedures including eligibility requirements. USOR also periodically conducts CSR reviews to ensure compliance with the established policies and procedures including eligibility requirements.

Each CIL is under contract with the USOR to provide access to any individual seeking information about IL services and provide appropriate response to requests for referral to other services and programs for individuals with significant disabilities. Training is conducted to ensure appropriate staff members have the skills required to make appropriate referrals and to disseminate information regarding other services and programs for individuals with significant disabilities to any individual. The USOR monitors the provision of these services through mid-year reports and the year end 704 report.

USOR contracts with CILs and the established policies and procedures require the CILs to certify an individual's eligibility by date and signature of qualified staff, and justify this determination with a case note. USOR in cooperation with the CILs have developed a document that fulfills this requirement. Training is conducted on the proper use of this document and CSRs are periodically reviewed by CIL Executive Directors and USOR to establish the CIL's compliance with 34 CFR 364.51.

Clear policies and procedures are established by the CILs and monitored and periodically reviewed by the USOR to ensure that eligibility consideration is given to all individuals with significant disabilities in compliance with 34 CFR 364.41(a) and to apply eligibility requirements without regard to age, color, creed, gender, national origin, race, religion, or type of disability. Training is periodically conducted to enhance the abilities and skills of appropriate CIL staff on all aspects of eligibility requirements outlined in the regulations.

Clear policies and procedures are established by the CILs and monitored with periodic reviews by the USOR to ensure that residency requirements for all individuals with significant disabilities are in compliance with 34 CFR 364.41(b) and include the assurance that IL services must be made available to any eligible individual who is present in the state, without the imposition of any state or local residency requirement. Training is periodically conducted to enhance the abilities and skills of appropriate CIL staff on all aspects of eligibility requirements outlined in the regulations.

6.5 Independent Living Plans – 34 CFR 364.43(c)

Unless the consumer signs such a waiver, IL plans are developed with all consumers in compliance with CFR 364.52. Training is conducted on IL plan development and plans are reviewed by Center supervisory staff and randomly reviewed by USOR.

6.6 CAP Information – 34 CFR 364.30

USOR contracts require CILs to notify individuals with significant disabilities who are seeking or receiving services under this agreement of the existence of, the availability of, and how to contact, the Client Assistance Program. All Utah CILs provide information about the availability of the CAP program in accessible formats. Notifications include the services provided by CAP and contact information.

6.7 Protection, Use and Release of Personal Information – 34 CFR 364.56(a)

All Utah CILs have adopted and implemented policies and procedures to safeguard the confidentiality of all personal information according to CFR requirements. These include photographs and lists of names.

Section 7: Evaluation

7.1A. As required by the Act, satisfaction surveys of consumers participating in the IL program will be conducted.

Currently, assessment of consumer satisfaction is conducted individually by each of the six Centers. The methodologies of collecting consumer satisfaction vary from center to center. The following will explain how each Center collects satisfaction data.

Options for Independence conducts a satisfaction survey in conjunction with the consumers annual review at case closure as well as placing a survey in their newsletter, annually.

Tri-County Independent Living Center conducts annual consumer satisfaction surveys by placing them in their news letter and collects written satisfaction surveys from consumers when they complete a center program.

The Utah Independent Living Center includes a yearly consumer satisfaction survey in their news letter as well as has the survey available at the center.

Central Utah Center for Independent Living conducts their consumer survey by mail. All consumers and disability service agencies are sent the survey.

Active Re-entry Independent Living Center conducts a yearly consumer survey by mailing the survey to all consumers, then randomly selecting 20 % of their consumers for a phone survey.

Red Rock Center for Independent Living conducts an ongoing consumer satisfaction process by conducting a phone survey with all consumers corresponding with their annual review and at case closure.

The methodology used by each of the centers to determine the meanings of the survey results are basically the same. Each provides their respective boards the data and then the data is used in program improvement and continuous development.

All six Centers also report the results of their consumer satisfaction surveys yearly in their 704 reports. In addition to this report, each center presents the information to their respective Board of Directors to be used in continual improvement of services.

As stated previously, one of the Utah Independent Living Program's major objectives is to enhance the quality of data collection of the system used to evaluate the effectiveness of the IL programs and plan. During the first year of this plan, USILC will enter into a contract with an independent contractor, most likely a University to (1) assist the CILs, DSU and the USILC to collect required and relevant data of the programs, services and initiatives of the Utah IL system in a standardized manner (2) independently analyze the data and (3) efficiently report and disseminate findings. In addition to this reporting, statewide consumer satisfaction methodology will be looked at to determine if it is meeting the requirements of the law. This contract will be renewed during the second and third year of the plan.

In addition, as is outlined in contracts, CILs shall meet with USOR at least once during the year for the purpose of conducting a review and evaluating program outcomes according to the objectives and activities outlined in the contract attachments. This review will provide an opportunity to determine the need for any revisions to the objectives and/or contract. The contractor will provide reports and documents required by USOR for evaluation of the contractor's compliance with this contract.

During the first year of the SPIL the Council will identify the various methodologies used by the individual Centers in garnering consumer satisfaction. Following the identification of the methodology, the Council, in coordination with the AILU and the DSU, will determine what the essential characteristics of consumer satisfaction surveys are. At that point the Centers will make changes in the process, if necessary. The Council, in coordination with the AILU and DSU, will also determine the manner in which regional and statewide consumer satisfaction data are reported, which, at a minimum, will include a yearly written report submitted to the Council.