

# REPORTING INSTRUMENT

OMB Control Number: 1820-0606

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**UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION**

**SECTION 704  
ANNUAL PERFORMANCE REPORT  
For  
STATE INDEPENDENT LIVING SERVICES  
PROGRAM  
(Title VII, Chapter 1, Part B of the Rehabilitation Act of 1973, as  
amended)**

# **Part I INSTRUMENT**

**(To be completed by Designated State Units  
And Statewide Independent Living Councils)**

Reporting Fiscal Year: 2018

State: Puerto Rico

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 35 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is required to obtain or retain benefit (P.L. 105-220 Section 410 Workforce Investment Act). Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Rehabilitation Services Administration, LBJ Basement, Attention: Timothy Beatty, PCP Room 5057, U.S. Department of Education, 400 Maryland Ave, SW, Washington, DC 20202-2800 or email [timothy.beatty@ed.gov](mailto:timothy.beatty@ed.gov) and reference the OMB Control Number 1820-0606. Chapter 1, Title VII of the Rehabilitation Act.

# SUBPART V – STATEWIDE INDEPENDENT LIVING COUNCIL (SILC)

Section 705 of the Act; 34 CFR 364.21

## Section A - Composition and Appointment

### Item 1 – Current SILC Composition

In the chart below, provide the requested information for each SILC member. The category in which the member was appointed can be described, for example, as ex-officio state agency representative, other state agency representative, center representative, person with a disability not employed by a center or state agency, section 121 funded project director, parent of person with a disability, community advocate, other service provider, etc. Include current vacancies, along with the corresponding appointment category for each. Add more rows as necessary.

Name of SILC member	Employed by CIL, State Agency or Neither	Appointment Category	Voting or Non-Voting	Term Start Date	Term End Date
Dania Aleman-Vázquez	Neither	Service provider	Voting	May 20, 2016 Second full term	May 19, 2019
Elizabeth A. Ríos	Neither	Advocate	Voting	May 20, 2016 Second full term	May 19, 2019
Evelyn Martínez-Fuentes	Neither	Community	Voting	May 20, 2016 Second full term	May 19, 2019
José E. Lugo-Rivera	Neither	Center representative	Voting	June 10, 2016 First full term	June 9, 2019
Betzaida Ramos	Employed by CIL	Executive Director of CILs	Voting	December 15, 2017 Second full term	December 14, 2020
Jennifer E. Calderón-López	State agency	DSE	Non-voting	June 10, 2016 First full term	June 9, 2019
Joel Ayala – Martinez	State agency	Ex officio state agency	Non-voting	May 19, 2017 First full term	May 19, 2019
Lizbeth Roman – Maysonet	State agency	Ex officio state agency	Non-voting	May 24, 2017 First full term	May 19, 2019
Vacant	State agency	Ex officio state agency	Non-voting		

<b>Name of SILC member</b>	<b>Employed by CIL, State Agency or Neither</b>	<b>Appointment Category</b>	<b>Voting or Non-Voting</b>	<b>Term Start Date</b>	<b>Term End Date</b>
Vacant		Parent or guardian of individual with disability	Voting		
Vacant		Private Business	Voting		

**Item 2 – SILC Composition Requirements**

Please provide the information requested in the chart below. Include any current vacancies in a particular appointment category.

<b>SILC Composition</b>	<b># of SILC members</b>
(A) How many members are on the SILC?	11
(B) How many members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living?	6
(C) How many members of the SILC are voting members?	7
(D) How many of the voting members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living?	6

**Section B – SILC Membership Qualifications**

Section 705(b)(4) of the Act; 34 CFR 364.21(c)

**Item 1 – Statewide Representation**

Describe how the SILC is composed of members who provide statewide representation.

Council members provided statewide representation through the following affiliations:

1. States agencies:

Vocational Rehabilitation Administration (VRA) is the single DSE.

Public Housing Administration of the Department of Housing

Department of Health

2. Organizations that deliver services to persons with disabilities:  
Social and Educative Rehabilitation Program (Eastern area of the Island)  
CEPVI CIL (southern, southwest and northwest area of the Island)  
MAVI CIL (Metro, East, Northern, Central and Northern-Central area of the Island)
3. Community representative (Metro area of the Island)
4. Advocacy representative (Metro area of the Island)

## **Item 2 – Broad Range of Individuals with Disabilities from Diverse Backgrounds**

Describe how the SILC members represent a board range of individuals with disabilities from diverse backgrounds.

SILC members come from diverse backgrounds and represent a broad range of individuals with following disabilities: (2) physical, (1) sensory and (1) multiple. In addition, all members are Hispanic.

The advocate representative is a person with a sensory disability with a master's degree in deaf education and deaf studies. Has distinguished herself in the defense of the rights of the deaf population and for promoting their inclusion and integration in all aspects of society.

The community representative is a person with a physical disability with vast experience in the provision of services to the persons with disabilities. Has a bachelor degree in occupational therapy and a master's degree in education with a concentration in vocational evaluation.

The center representative is a person with multiple disabilities and has a bachelor degree in psychology and mental health with concentration in rehabilitation services.

The representative from organizations that delivers services to persons with disabilities is a person with a physical disability and has a master's degree in vocational rehabilitation counseling.

## **Item 3 – Knowledgeable about IL**

Describe how SILC members are knowledgeable about centers for independent living and independent living services.

1. The SILC distributes the following information to newly appointed members:
  - a. Workforce Innovation and Opportunity Act
  - b. What is a Center for Independent Living?
  - c. The philosophy of independent living
  - d. Duties and responsibilities
  - e. Independent Living State Plan
  - f. By Laws
2. SILC members are informed about the outcomes of the CILs and ILSPs contracted by the DSE for the provision of independent living services.
3. PRSILC members received quarterly the CEVI DICE e-newsletter with information about independent living services, independent living centers and philosophy of independent living.
4. PRSILC has a website that allows the members and public to learn about the independent living centers, services, and philosophy of independent living.
5. PRSILC members attended the SILC Congress 2018.
6. PRSILC member joined the webinar “Working together: Building a Statewide IL Network through CIL & SILC Collaboration.

## **Section C – SILC Staffing and Support**

### **Item 1 – SILC Staff**

Please provide the name and contact information for the SILC executive director. Indicate the number and titles of any other SILC staff, if applicable. Also, indicate whether any SILC staff is also a state agency employee.

1. Ivonne Flores-Pabón  
Executive Director  
PMB 205, PO BOX 194000, San Juan, PR 00919-4000  
Phone No.: (787)757-8346 Fax No.: (787)757-8345  
[cevipr@prtc.net](mailto:cevipr@prtc.net)
2. Melanie Colon-Castro  
Secretary  
[cevil@prtc.net](mailto:cevil@prtc.net)

None of the SILC staff are state agency employees.

## **Item 2 – SILC Support**

Describe the administrative support services provided by the DSE, if any.

The Vocational Rehabilitation Administration as the single DSE of Puerto Rico SILC, provided the following administrative support:

### **Financial Support:**

The DSE received and distributed the funds allocated to the state under the Part B of the Rehabilitation Act, as amended, based on the approved plan. And provided \$40,000 from Innovation and Expansion (I&E) funds of Title I for the operations of the SILC.

### **Technical Assistance:**

The DSE has a representative as an active ex-officio member on the SILC that participates in the regular meetings and is part of several committees.

### **Budget Development:**

The DSE in conjunction with the SILC, developed the resource plan to fulfill the duties and statutory obligations of the SILC.

## **Section D – SILC Duties**

Section 705(c); 34 CFR 364.21(g)

### **Item 1 – SILC Duties**

Provide a summary of SILC activities conducted during the reporting year related to the SILCs duties listed below:

1. PRSILC conducted four (4) ordinary meetings during this year. The most important topics were: (a) The Report 704 AF 2017 was presented and approved, (b) the SILC indicators and guarantees were presented and discussed to be included in the Policies and Procedures Manual, (c) the revision of the By-Laws and (d) its approval on August, 2018.
2. PRSILC distributed by email the consumer satisfaction survey to five (5) CILs and (3) ILSPs to be administered to their consumers. A total of 573 surveys were completed.
3. PRSILC activates the State Plan Committee and commissioned the independent living needs assessment to the University of Puerto Rico.
4. Members of the SPIL Monitoring Committee held four (4) meetings to review and discuss the results of the quarterly report presented by the CILs and ILSPs on progress in achieving objectives stated in the SPIL.

## (A) State Plan Development

- **Consumer Satisfaction Survey**

PRSILC distributed by email the satisfaction survey to five (5) CILs and (3) ILSPs to be administered to their consumers. A total of 573 surveys were completed. Of these, 373 were administered person to person and 200 by phone. 20% of all consumers served by CILs and ILSPs completed the survey.

The quantity of consumers who completed the survey by center, are the following:

**150 (26%)** Movimiento para el Alcance de Vida Independiente (MAVI) Metro Region  
**76 (13%)** MAVI East Region  
**75 (13%)** MAVI Northern Region  
**75 (13%)** MAVI Central Region  
**75 (13%)** Centro Pro Vida Independiente (CEPVI) South Region  
**50 (8%)** CEPVI Northwest  
**21 (4%)** CEPVI Southwest  
**51 (9%)** MAVI Northern-Central Region.

### Satisfaction Items:

1. *The CIL services were accessible.*  
Of the 573 consumers who responded to this item, **480** are strongly agree with the statement, **87** are agreed and **6** are neutral. A clear majority responded strongly agree and agree, the satisfaction score for this item was 95%.
2. *The CIL provided quality services and support.*  
Of the 573 consumers who responded to this item, **479** are strongly agree with the statement, **85** are agreed, **7** are neutral and **2** are disagree. The satisfaction score for this item was 95%.
3. *The CIL services are essential in order to prevent unnecessary institutionalization.*  
Of the 573 consumers who responded to this item, **445** are strongly agree with the statement, **98** are agreed, **23** are neutral, **3** are disagree and 4 not responded. The satisfaction score for this item was 91%.
4. *The CIL services and support increase my feelings of confidence and control.*  
Of the 573 consumers who responded to this item, **468** are strongly agree with the statement, **89** are agreed, **15** are neutral and 1 is disagree. The satisfaction score for this item was 93%.

5. *I would recommend the CIL program to a family member, friend or an acquaintance.*  
Of the 573 consumers who responded to this item, **466** are strongly agree with the statement, **95** are agreed, **12** are neutral. The satisfaction score for this item was 94%.
6. *When receiving services at the CIL, I felt like I had control over the goals included in my independent living plan.*  
Of the 573 consumers who responded to this item, **490** are strongly agree with the statement, **72** are agreed, **10** are neutral and **one is disagree**. The satisfaction score for this item was 95%.

The overall satisfaction score for the Puerto Rico statewide independent living network was **94%**.

### **Demographic data**

Of the 573 surveyed, 252 identified their gender as a masculine, 320 feminine and one (1) indicated unknown. The majority of respondents indicated that they have physical disability, following by multiple disability, sensory disability and mental disability. The majority of respondents are 46 years of age or older and live with the family or relative.

- **Independent Living Needs Assessment**

PRSILC commissioned the independent living needs assessment to the Graduate School in Rehabilitation Counseling at the University of Puerto Rico. The needs assessment was designated to establish priorities for independent living services, identify the geographic areas with the greatest need for independent living services, and identify barriers to strengthen the network of independent living in Puerto Rico. The main collaborators in the study are the CILs, ILSPs and the Department of Health. This activity is in progress.

### **(B) Monitor, Review and Evaluate the Implementation of the State Plan**

Describe any activities related to the monitoring, review and evaluation of the implementation of the state plan.

The SILC Evaluation Committee is in charge of monitoring, reviewing and evaluating the implementation of the state plan. The committee organized the objectives and activities of the SPIL into a report that includes specific outputs. As part of the monitoring, review and evaluation process, the CILs and ILSPs submit quarterly reports to the PRSILC on progress in achieving objectives stated in the SPIL. The reports are analyzed and the compliance per objective is presented in a numerical and graphic format in quarterly meetings with the CILs and ILSPs. A summary of accomplishments is also presented to SILC members in ordinary meetings. The SPIL (2018) has twelve objectives. An analysis of the outputs showed that most of the objectives are fully met, the overall compliance is **97%**. In the following year, the committee plans to develop a more outcome-based evaluation.



Additionally, the SILC resource plan was monitored by the Executive Committee. A fiscal report is presented in every ordinary meeting. Adjustments are made to budget at least once a year.

### **(C) Coordination with Other Disability Councils**

Describe the SILC's coordination of activities with the State Rehabilitation Council (SRC) established under section 105, if the state has such a Council, or the commission described in section 101(a) (21) (A), if the state has such a commission, and councils that address the needs of specific disability populations and issues under other Federal law. Please state whether the SILC has at least one representative serving as a member of the SRC and whether the SILC has any members serving on other councils, boards or commissions in the state.

1. The chairperson represents the SILC at the SRC and has participated in seven (7) meetings during this fiscal year.
2. The chairperson also represents the SILC at the Assistive Technology Program Advisory Board and has participated in three (3) meetings during this fiscal year.

### **(D) Public Meeting Requirements**

Describe how the SILC has ensured that all regularly scheduled meetings and other public hearings and forums hosted by the SILC are open to the public and sufficient advance notice is provided.

The PRSILC ensured that every meeting is open to the public and announced with appropriated notice during this year. The calendar of ordinary meetings is posted through our quarterly e-newsletter which has been published four times during this year and reached 1,957 persons across the Island. Also, a new interactive calendar and agenda for each meeting are published in our website. We continue to displayed the calendar of ordinary meetings in all CILs and DSE offices.

Date, hour and place of the meetings are stated in all the notifications. The Puerto Rico SILC also ensured reasonable accommodations by providing sign languages interpreters and materials in alternatives formats upon request.

No forum or public hearing occurred in this period.

### **Item 2 – Other Activities**

Describe any other SILC activities funded by non-Part B funds.

1. Educational material was distributed to the community, independent living centers, consumers and other organizations. These include the SILC brochure, the CILs and

ILSPs brochure; and the independent living philosophy brochure. A total of **828** was distributed.

2. A total of **161 compendiums of laws** were distributed in printed version to the community, independent living center, consumers and other organizations. Each CIL's and ILSPs received a pen drive with the compendium of laws.
3. The PRSILC maintained an accessible electronic webpage which presents the IL philosophy, services and other information of interest to persons with disabilities.
4. Support was offered for the celebration of independent living week through reasonable accommodations, such as sign language interpreter services and accessible transportation.

## Section E – Training and Technical Assistance Needs

Section 721(b)(3) of the Act

Please identify the SILC’s training and technical assistance needs. The needs identified in this chart will guide the priorities set by RSA for the training and technical assistance provided to CILs and SILCs.

<b>Training and Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b>
<b>Advocacy/Leadership Development</b>	
General Overview	10
Community/Grassroots Organizing	
Individual Empowerment	
Systems Advocacy	
Legislative Process	
<b>Applicable Laws</b>	
General overview and promulgation of various disability laws	
Americans with Disabilities Act	
Air-Carrier’s Access Act	
Fair Housing Act	
Individuals with Disabilities Education Improvement Act	
Medicaid/Medicare/PAS/waivers/long-term care	
Rehabilitation Act of 1973, as amended	

	<b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b>
<b>Training and Technical Assistance Needs</b>	
Social Security Act	
Workforce Investment Act of 1998	
Ticket to Work and Work Incentives Improvement Act of 1999	
Government Performance Results Act of 1993	
<b>Assistive Technologies</b>	
General Overview	
<b>Data Collecting and Reporting</b>	
General Overview	
704 Reports	
Performance Measures contained in 704 Report	
Dual Reporting Requirements	
Case Service Record Documentation	
<b>Disability Awareness and Information</b>	
Specific Issues	
<b>Evaluation</b>	
General Overview	
CIL Standards and Indicators	
Community Needs Assessment	6
Consumer Satisfaction Surveys	5
Focus Groups	
Outcome Measures	4
<b>Financial: Grant Management</b>	
General Overview	
Federal Regulations	
Budgeting	
Fund Accounting	

	<b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b>
<b>Training and Technical Assistance Needs</b>	
<b>Financial: Resource Development</b>	
General Overview	
Diversification of Funding Base	
Fee-for-Service Approaches	
For Profit Subsidiaries	
Fund-Raising Events of Statewide Campaigns	
Grant Writing	
<b>Independent Living Philosophy</b>	
General Overview	
<b>Innovative Programs</b>	
Best Practices	
Specific Examples	
<b>Management Information Systems</b>	
Computer Skills	
Software	
<b>Marketing and Public Relations</b>	
General Overview	
Presentation/Workshop Skills	
Community Awareness	
<b>Networking Strategies</b>	
General Overview	
Electronic	
Among CILs & SILCs	7
Community Partners	

	<b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b>
<b>Training and Technical Assistance Needs</b>	
<b>Program Planning</b>	
General Overview of Program Management and Staff Development	
CIL Executive Directorship Skills Building	
Conflict Management and Alternative Dispute Resolution	
First-Line CIL Supervisor Skills Building	
IL Skills Modules	
Peer Mentoring	
Program Design	
Time Management	
Team Building	
<b>Outreach to Unserved/Underserved Populations</b>	
General Overview	8
Disability	
Minority	
Institutionalized Potential Consumers	
Rural	
Urban	
<b>SILC Roles/Relationship to CILs</b>	
General Overview	
Development of State Plan for Independent Living	1
Implementation (monitor & review) of SPIL	3
Public Meetings	2
Role and Responsibilities of Executive Board	
Role and Responsibilities of General Members	
Collaborations with In-State Stakeholders	9
<b>CIL Board of Directors</b>	
General Overview	
Roles and Responsibilities	
Policy Development	
Recruiting/Increasing Involvement	

<b>Training and Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b>
<b>Volunteer Programs</b>	
General Overview	
<b>Optional Areas and/or Comments (write-in)</b>	

# **SUBPART VI – SPIL COMPARISON AND UPDATES, OTHER ACCOMPLISHMENTS AND CHALLENGES OF THE REPORTING YEAR**

Section 704(m)(4) of the Act; 34 CFR 76.140

## **Section A – Comparison of Reporting Year Activities with the SPIL**

### **Item 1 – Progress in Achieving Objectives and Goals**

Describe progress made in achieving the objectives and goals outlined in the most recently approved SPIL. Discuss goals achieved and/or in progress as well as barriers encountered.

PRSILC 2017-2019 includes three (3) goals and twelve (12) objectives. An analysis of the SPIL performance indicators showed that the percentage of compliance with goals and objectives of the SPIL were as follows:

#### **CILs:**

CEPVI South Region	98%
MAVI Central Region	100%
MAVI East Region	98%
MAVI Metro Region	100%
MAVI Northern Region	89%

#### **ILSPs**

CEPVI Northwest Region	100%
CEPVI Southwest Region	100%
MAVI Northern-Central Region	100%

SILC	98%
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The overall compliance is 98%.

Progress made in achieving the goals and objectives outlined in the SPIL:

**Goal 1: Persons with disabilities have the necessary independent living services and other complementary services.**

**Objective 1.a: That persons with disabilities receive independent living core services (information and referral, peer counseling, individual and system advocacy, development of independent living skills and transition), and other complementary services.**

Number of persons with disabilities receive independent living services:

- CILs provided independent living core services to **2,202** persons with disabilities. Exceeding the target of **1,780** and **101** more than the previous year.
- **680** persons received information and referral services through the **independent living service providers (ILSPs)** contracted by the DSE exceeding the goal established of **402**.

Puerto Rico has 78 municipalities. The PR IL Network is divided by eight regions that constitute a geographic service area, each of them has a defined number of municipalities. Of these municipalities, 54 are served by the CILs (Part C and Part B) and 24 municipalities are partially served with information and referral services by the ILSPs.

In order to ensure that at least a certain number of consumers are served in each municipality, a goal was established within each geographic service area. It should be noted that in most service areas, the goal per municipality is below two percent of the population with disabilities between the ages of 18 to 64 years.

Previous year the goal was not reached in **17%** of the municipalities. This year the percentage of non-compliance by municipality decreased to **10%**. The CILs and ILSPs make a great effort to served areas that are currently underserved. Some of these strategies were: networking and collaboration with other agencies and municipalities, acquired two paratransit vehicles and continues advocating for accessible transportation system in the community. Nonetheless, the PRSILC recognize that, despite the efforts, we confront substantial challenges to reach underserved areas, specially the rural areas on the island. The details are discussed on Section C.

Another challenge on the island is to identify the people with disabilities who are institutionalized. In order to elaborate strategies aimed at the placement of this population in community homes, the SILC in collaboration with CILs implemented the following strategies:

- The Community Living Committee met once during this fiscal year to approve the strategic plan for the identification of institutionalized population from the Department of Health and the transition of some of them to community homes. The Department of Health has identified four hundred twenty-five (425) people with disabilities who are institutionalized, of these 142 resides in restrictive institutions and the rest (238) lives in group homes and (45) in substitutes homes. As part of the strategic plan, a first group of (22) were identified to start the first steps in the transition plan. This plan is in process.
- PRSILC coordinated the symposium, "Community Living: Promoting the inclusion of persons with disabilities in Puerto Rico." The activity was held in



Engineer's Association of Puerto Rico on June 1, 2018. The overall goal was to increase awareness about the need for accessible housing and the universal design for a more inclusive community. The lectures included:

"Study of housing needs of people with deficiencies in development."

"Barriers to inclusion and affordable housing from the perspective of the person with disability."

"Communities for all: Universal design in the development of affordable housing for people with disabilities."

"Federal funds for the recovery of PR: Regulatory aspects for the development of housing in attention to the population with disability."

A total of **119** people attended the conference, of these 95 completed the evaluation. Reaching **94%** of overall satisfaction.

- The CILs personnel and members of the board of directors, members of DSE and PRSILC, and personnel from the Department of Health, receive the two-day training "ABCs of Nursing Home Transition" from the ILRU on September 13 and 14, 2018 in San Juan, Puerto Rico. MAVI Metro was responsible of coordinated this activity. A total of 78 persons attended.
- A Memorandum of Understanding (MOU) was signed between the CILs and the VRA (DSE) to promotes the referrals and related services to youth in transition.

Other complementary services to develop independent living skills were offered by the MAVI centers:

- A total of **twenty-one (21)** support meetings for parents and caregivers to prevent the institutionalization of persons with disabilities.
- A summer camp with the participation of **seventy-nine (79)** people with disabilities. This activity was partially completed, the target was 80.
- **Twenty-one (21)** annual meetings through the MAVI ALL STARS Program that provided leadership skills, self-esteem, and empowerment to **thirty-six (36)** persons with disabilities in the Metro region. Exceeding the target of 6.

### **Objective 1.b: That persons with disabilities know the community services available.**

The CILs and ILSPs carried out various educational activities to increase knowledge about the services available in the community.

- MAVI centers educated **seven hundred and sixty-two (762)** consumers about the services available in their community and how to access them through internet or smart phone. **Exceeding significantly the consumers served (628**

**more) from the previous year.**

- The ILSP called MAVI Northern-Central Region offered guidance to **six (6)** consumers. **Achieving the established** target of 6.
- CEPVI distributed **one hundred (100)** directories of educational institutions to their consumers on the southern region. Exceeding the established target of 40. In addition, CEPVI organized visits to the Ponce Art Museum **for ten (10) consumers. This activity was partially completed, the target was 20.**

**Objective 1.c: That persons with disabilities have access to health services.**

Several health educational activities related to prevention, good health and physical well-being were performed during this year. Overall, MAVI centers carried out **one hundred and fifty-eight (158)** health educational activities. Other, **nine (9) activities** in the southern region and **six (6)** in the northwest region by CEPVI. More than **1,500 consumers** benefited from this service. **This exceeds significantly the established target and the last year's activity report.**

- MAVI centers organized **eleven (11) health fairs** and **three (3) more** in the Northern-Central region, serving **801 persons. This exceeds significantly the established target and the last year's activity.**
- The adapted sports group Team MAVI developed **four (4) activities** of conditioning and physical well-being during the fiscal year, **servicing one hundred fifteen (115) consumers.**
- CEPVI coordinated **three (3)** social integration activities, serving **forty-five (45) consumers** during the fiscal year. **Exceeding the target of 2 activities and forty consumers.**
- CEPVI coordinated **one (1)** prevention of domestic violence workshop. **Nineteen (19) consumers participated. Exceeding the target of 15 consumers per year.**

**Objective 1.d: That persons with disabilities benefit from accessible transportation services.**

- MAVI Metro Region provided transportation services to **fifty-one (51) consumers** and CEPVI to **twenty (20) consumers. MAVI exceeded the target of 30 and CEPVI achieved the target of 20.**
- CEPVI provided **sixty-six (66)** orientations to persons with disabilities on the requirements for obtaining a driver's license and removable signs; identification of

traffic signals, signs, pedestrians/cyclists rules and road safety. Exceeding the target of 55 persons.

- CEPVI Northwest orientated **fifty (50)** and MAVI Northern-Central oriented **twenty (20)** consumers. **CEPVI Northwest exceeded the target of 20 and MAVI Northern-Central achieved the target of 20.**
- A total of **nine hundred and sixty-seven (967)** directories of accessible transportation by region was distributed to persons with disabilities who reside in the service areas of the CILs and ILSPs. Plus, **two hundred island-wide directories were distributed** by Puerto Rico SILC. **Exceeding significantly the established target.**

**Objective 1.e: That persons with disabilities have access to assistive technology services (AT).**

- The CILs distributed **seven hundred and fifty (750)** directories of AT services available in the community, during the fiscal year. **Exceeding the target of 500 and the last year's activity.**
- CEPVI coordinated with different agencies the provision of AT services for **forty-four (44)** consumers. Exceeding the target of 15 consumers.

**Objective 1.f: That persons with disabilities have access to employment.**

This objective is intended to provide support services in employment, benefits counseling and educated on the American with Disabilities Act.

- MAVI Metro region provided support employment services to **seventeen (17)** persons with disabilities referred by the VRA. Exceeding the target of 10 consumers. Also, activates the Ticket to Work for **eighty-seven (87)** beneficiaries of the Social Security Disability Insurance. **Exceeding the target of 10.**
- MAVI Northern-Central provided support employment services to **fifteen (15)** consumers referred by the VRA. **Achieving the established target of 15 consumers.**
- MAVI oriented **four hundred and ten (410)** beneficiaries of the Social Security Disability Insurance on Ticket to Work through the WIPA Program. **Exceeding the target of 300 beneficiaries.**
- CEPVI and CEPVI Northwest offered **three (3)** educational activities on employment opportunities. Assisted **seventy-five (75)** persons in total. **Both exceeded the target.**

- MAVI and MAVI Northern-Central trained a total of **twenty-eight (28)** employers on the American with Disabilities Act (ADA) requirements of employing persons with disabilities. **Both exceeded the target.**

**Goal 2: Persons with disabilities exercise control in decision-making and intercede for system changes.**

**Objective 2.a: That persons with disabilities know their rights and responsibilities.**

- The CILs and ILSPs offered **thirty-nine (39)** workshops to **1,487** consumers on the laws protecting the rights of persons with disabilities. **Exceeding significantly the established target.**
- During the fiscal year the CILs, provided orientation to **one thousand three hundred and thirty-one (1,331)** consumers on topics related to safety and emergency management. **Exceeding significantly the established target.**
- MAVI centers offered **seventy-two (72)** activities based on self-management and empowerment. **Exceeding significantly the established target.**

**Objective 2.b: That persons with disabilities intercede for their rights.**

- The CILs, ILSPs and PRSILC celebrated an activity on advocacy titled: “Defending Our Inclusion in the House of Laws” as part of the celebration of the Independent Living Week. This activity was accomplished with the collaboration of State Legislature. **One hundred and forty-two (142) consumers participated.**
- MAVI centers carried out **six (6) advocacy activities** to increase alternatives for accessible transportation on the East, Central, Northern and Metro region. **One hundred thirty-four (134) consumers participated. Exceeding the target.**
- MAVI centers promoted the leadership of young people with disabilities through **twenty-eight (28)** workshops in the Central, East, Northern and Metro region. **Exceeding the target of 16.**
- CEPVI and CEPVI Northwest accomplished the participation of **twenty-eight (28)** persons with disabilities in community advocacy activities such as public hearings, presentations on radio and television programs, among others. **Exceeding the target of 18.**
- MAVI carried out **one (1) residential camp on leadership training**, serving **sixteen (16) youth with disabilities between the ages of 18 and 24.**

**Objective 2.c: That persons with disabilities have greater access to housing services.**

- The P.R. SILC with the collaboration of the CIL's conducted the symposium: "Community Living: Promoting the inclusion of persons with disabilities in Puerto Rico". The main purpose was to increase awareness about the need for accessible housing and the design of a more inclusive community. **One hundred and eighteen (118) people** from different fields such as: designers, architects, universities, municipalities, public agencies, community-based organizations, community leaders with disabilities, among others participated.
- CEPVI coordinated **two (2) educational activities** one was titled "**The rights of the deaf population when applying for housing**" with the collaboration with the American Sign Language Educational Services; and the other one was called "**Important aspects about housing for persons with disabilities**" with the Defender of People of Disabilities.

**Objective 2.d: That persons with disabilities express their needs and satisfaction for services received.**

PRSILC distributed by email the satisfaction survey form **to five (5) CILs and (3) ILSPs** to be administered to their consumers. **A total of 573 surveys were completed.** Of these, 373 were administered person to person and 200 by phone. 20% of all consumers completed the survey. **The overall satisfaction score for the Puerto Rico statewide independent living network was 95%.**

**Goal 3: The community at large knows about the independent living philosophy and services.**

**Objective 3.a: That the community knows about the independent living philosophy and services and other related information.**

- **The CILs and ILSPs provided three hundred and eleven (311) orientations** about the independent living philosophy and services and other related information. Other media such as radio, television programs and an accessible website were used to disseminate the independent living philosophy. **Exceeding significantly the established target.**
- The Independent Living Week was celebrated in compliance with the Law No. 54 of April 11 of 2002 as designates the first week of May as the Independent Living Week to create awareness on how IL services contribute to the effective integration of persons with disabilities into society.
- MAVI centers provided courses in sign language and deaf culture to **one hundred and four (104) persons** in the community. Exceeding the target of 40 persons.

- CEPVI continues with its annual campaign known as *CEPVI Llega a Ti* on the philosophy and independent living services in all the municipalities that are part of the southern region of the island. **One hundred and ninety-five (195)** people were reached.
- CEPVI offered the **opportunity to three (3) university** students from the southern region to complete an internship with the purpose of educating them in the philosophy of independent living.
- CEPVI participated at **nine (9)** service fairs at the municipalities served by the region. CEPVI Northwest participated at **five (5)** and MAVI Northern-Central participated at **five (5)**.
- MAVI Metro and Northern attended at the Annual NCIL Activity with the purpose of increasing knowledge on issues related to the independent living philosophy. First-time, **two (2) consumers** participated in this activity.

**Objective 3.b: That the community is aware on the rights and dignity towards persons with disabilities.**

- The CILs and ILSPs provided **fifty-nine (59)** educational talks on sensitivity, ADA and other related laws, attending **one thousand two hundred and ninety-nine (1,299)** persons during the fiscal year. **Exceeding significantly the established target.**
- PRSILC published the CEVI DICE e-newsletter which include the approved laws and draft legislation to benefit persons with disabilities. The bulletin had **4 editions** and **reached 1,957 persons** through electronic media. In addition, PRSILC kept updated quarterly the compendium of State and Federal laws that protect the population with disabilities and distributes it in alternative formats at the request of the community.
- MAVI developed and published through social media an educational campaign to advancing the respect for the community with disabilities.

**Item 2 – SPIL Information Updates**

If applicable, describe any changes to the information contained in the SPIL that occurred during the reporting year, including the placement, legal status, membership or autonomy of the SILC; the SILC resource plan, the design of the statewide network of centers; and the DSU administration of the SILS program.

- For the first time, PRSILC moved his office outside the facility of the Vocational Rehabilitation Administration. This is a guarantee to the autonomy of the SILC.

## **Section B– Significant Activities and Accomplishments**

If applicable, describe any significant activities and accomplishments achieved by the DSU and SILC not included elsewhere in the report, e.g. brief summaries of innovative practices, improved service delivery to consumers, etc.

- **Collaboration:**

During the reporting period, the chairperson and other council member participated in two **(2) meetings at the Red Cross of Puerto Rico** to address the needs of the population with disabilities during disaster events.

- **SILC Operations:**

During the reporting period, the PRSILC was working hard in improved our operations and support good governance.

1. By-Laws (Updated).
2. Administrative and Personnel Manual (Updated).
3. Policies and Procedures Manual (New).

## **Section C – Substantial Challenges**

If applicable, describe any substantial problems encountered by the DSU and SILC, not included elsewhere in this report, and discuss resolutions/attempted resolutions, e.g., difficulty in outreach efforts; disagreements between the SILC and the DSU; complications recruiting SILC members; complications working with other state agencies or organizations within the state.

The greatest challenges encountered by the PR SILC and the IL Network are the expansion of the network of independent living centers and the outreach to unserved geographic areas in the Island. Identified the following difficulties: extensive geographic distance and rural areas, balancing the center's resources and insufficient funding.

The PR IL Network reached only 1% of the population with disabilities in the island. Puerto Rico has 78 municipalities. The PR IL Network is divided into eight regions that constitute a geographic service area, each of them has a defined number of municipalities. Of these municipalities, 54 are served by five CILs (Part C and Part B) and 24 municipalities are partially served with information and referral services by the ILSPs.

One of the CILs supported by Part C funds (MAVI Northern Region) and two of the CILs supported by Part B (MAVI East and MAVI Central) are below of the minimum funding level for an independent living center (\$250,000) according to the Association of Programs for Rural Independent Housing (APRIL). The majority of the municipalities that comprise those CILs are in rural areas of the island. Some of the difficulties that they face in rural areas are the lack of a transportation system, limited access or bad conditions of roads and

not community support services. Furthermore, they served a geographic area that has vast distances and that required an extensive travel time affecting the resources available to reach these areas.

An additional issue is a fiscal situation in Puerto Rico, especially during the last year. According to data from the Puerto Rico Community Survey, Census Bureau US, the median household income in Puerto Rico decreased by 3.7% between 2016 (\$20,078) and 2017 (\$19,343). The 44% of the people and 41% of the families were below the poverty level. In rural areas it is even higher, 52% of the people were below poverty level. The 2015 unemployment rate in rural areas is 18.2% compared to an urban rate of 11.8% (Economic Research Services US, 2017).

The DSE, alert about of the need to allocate more Part C or B funds to Puerto Rico. If Puerto Rico continues receiving the same allocations, the network of centers remains the same without the opportunity to extend and establish new IL centers in unserved or underserved areas. Furthermore, the ability to serve a higher percentage of people with disabilities will be limited to resources between geographic areas. At this moment, it's critical to be considering the allocation of new funds to Puerto Rico.

## **Section D – Additional Information**

Include any additional information, suggestions, comments or explanations not included elsewhere in the report.



## SUBPART VII - SIGNATURES

Please sign and print the names, titles and telephone numbers of the DSU directors(s) and SILC chairperson.

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SIGNATURE OF SILC CHAIRPERSON	DATE
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Evelyn Martínez-Fuentes, Chairperson

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NAME AND TITLE OF SILC CHAIRPERSON	DATE
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SIGNATURE OF DSU DIRECTOR	DATE
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NAME AND TITLE OF DSU DIRECTOR	PHONE NUMBER
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SIGNATURE OF DSU DIRECTOR (Older Blind Program)	DATE
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NAME AND TITLE OF DSU DIRECTOR (Older Blind Program)	PHONE NUMBER
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