

# Reporting Instrument

OMB Approval No.: 0985-0043  
Expiration Date: January 31, 2021

**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: 2020

State: PR

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 I - ADMINISTRATIVE DATA

## Section A - Sources and Amounts of Funds and Resources

Sections 704(c) and 704(m)(3) and (4) of the Act; 34 CFR 364.35 and 364.36

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

### Item 1 - All Federal Funds Received

(A) Title VII, Ch. 1, Part B	\$338717.00
(B) Title VII, Ch. 1, Part C - For 723 states Only	\$0.00
(C) Title VII, Ch. 2	\$0.00
(D) Other Federal Funds	\$40000.00
<b>Subtotal - All Federal Funds</b>	<b>\$378717.00</b>

### Item 2 - Other Government Funds

(E) State Government Funds	\$33928.00
(F) Local Government Funds	\$0.00
<b>Subtotal - State and Local Government Funds</b>	<b>\$33928.00</b>

### Item 3 - Private Resources

(G) Fees for Service (program income, etc.)	\$0.00
(H) Other resources	\$0.00
<b>Subtotal - Private Resources</b>	<b>\$0.00</b>

### Item 4 - Total Income

Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H)	\$412645.00
--	-------------

### Item 5 - Pass Through Funds

Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, Medicaid funds, etc.)	\$0.00
---	--------

### Item 6 - Net Operating Resources

Total Income (Section 4) <minus> amount paid out to Consumers (Section 5) = Net Operating Resources	\$412645.00
---	-------------

## Section B - Distribution of Title VII, Chapter 1, Part B Funds

What Activities were Conducted with Part B Funds?	Expenditures of Part B Funds for Services by DSU Staff	Expenditures for Services Rendered By Grant or Contract
(1) Provided resources to the SILC to carry out its functions	\$0.00	\$40911.00
(2) Provided IL services to individuals with significant disabilities	\$0.00	\$140138.00

<b>What Activities were Conducted with Part B Funds?</b>	<b>Expenditures of Part B Funds for Services by DSU Staff</b>	<b>Expenditures for Services Rendered By Grant or Contract</b>
(3) Demonstrated ways to expand and improve IL services	\$0.00	\$0.00
(4) Supported the general operation of CILs that are in compliance with the standards and assurances set forth in subsections (b) and (c) of section 725 of the Act	\$0.00	\$0.00
(5) Supported activities to increase capacity to develop approaches or systems for providing IL services	\$15268.00	\$0.00
(6) Conducted studies and analyses, gathered information, developed model policies, and presented findings in order to enhance IL services	\$0.00	\$0.00
(7) Provided training regarding the IL philosophy	\$0.00	\$0.00
(8) Provided outreach to unserved or underserved populations, including minority groups and urban and rural populations	\$0.00	\$109033.00
<b>Totals</b>	<b>\$15268.00</b>	<b>\$290082.00</b>

## **Section C - Grants or Contracts Used to Distribute Title VII, Chapter 1, Part B Funds**

Sections 704(f) and 713 of the Act; 34 CFR 364.43, and 34 CFR 365 Subpart C

Enter the requested information for all DSU grants or contracts, funded at least in part by Part B funds, in the chart below. If a column is not applicable to a particular grant or contract, enter "N/A." If there were no non-Part B funds provided to this grantee or contractor for the purpose listed, enter "\$0" in that column. Add more rows as necessary.

<b>Name of Grantee or Contractor</b>	<b>Use of Funds</b> (based on the activities listed in Subpart I, Section B)	<b>Amount of Part B Funds</b>	<b>Amount of Non-Part B Funds</b>	<b>Consumer Eligibility Determined By DSU or Provider</b>	<b>CSRs Kept With DSU or Provider</b>
MAVI CENTRAL	IL SERVICES	\$70069.00	\$8615.00	Provider	Provider
MAVI EAST	IL SERVICES	\$70069.00	\$8615.00	Provider	Provider
MAVI NORTH CENTRAL	Provided outreach to unserved and underserved	\$35000.00	\$5000.00	Provider	Provider
CEPVI NORTH WEST	Provided outreach to unserved and underserved	\$52494.00	\$5000.00	Provider	Provider
CEPVI SOUTH WEST	Provided outreach to unserved and underserved	\$21539.00	\$5000.00	Provider	Provider
DSE/VRA	See Subpart VI Section D Additional Information	\$15268.00	\$1698.00	N/A	N/A
PRSILC	Provided resources to carry out its functions	\$40911.00	\$40000.00	N/A	N/A
<b>Total Amount of Grants and Contracts</b>		<b>\$305350.00</b>	<b>\$73928.00</b>		

## **Section D - Grants or Contracts for Purposes Other than Providing IL Services or For the General Operation of Centers**

Section 713 of the Act; 34 CFR 365.1 and 34 CFR 365.20

Describe the objectives, activities and results for each Part B grant or contract awarded for purposes

other than IL services or the general operation of centers.

According to the SPIL, the following activities were including with Part B funds:

(1) Provided resources to the SILC to carry out its functions - \$97,404 was allocated, of which \$40,911 came from the current fiscal year, \$16,493 from the previous fiscal year and \$40,000 corresponding to Innovation and Expansion funds in order to ensure that SILC has sufficient resources to perform the functions detailed in section 705 of the Rehabilitation Act as amended. The results of the objectives and activities are described in subpart V of this report.

(2) Support activities to increase capacity to develop approaches or systems or providing IL services - The DSE used no more than 5% of Part B funds and the same percentage of state funds for administrative expenses and to carry out other functions and responsibilities described under Title VII of the Rehabilitation Act. Also, to fulfill its role as a fiscal intermediary to receive, account for and disburse funds to support independent living services in accordance with the SPIL and make timely payments to the SILC and CILs funded by Part B. The following activities were conducted: programmatic monitoring, evaluation, and review of quarterly fiscal and programmatic reports to ensure that IL Centers under contract comply with SPIL activities and contractual service requirements.

(3) Provided outreach to unserved or underserved populations, including minority groups and urban and rural populations - In order to provide outreach to the unserved and underserved populations, the DSE awarded, according to section 1.2B of the SPIL, \$145,563, of which \$109,133 came from the current fiscal year to identify institutionalized persons with disabilities within the areas served by CILs and to serve areas traditionally not served by any CIL. During this FY, a transition service contract was granted as a core service to serve institutionalized disabled people within the CILs region. Also, to continue with the development of three (3) Information and Referral Offices in the northwestern, north-central and southwestern regions of the Island. These three (3) offices for information and referral were able to impact 112 persons with disabilities and the general community.

## **Section E - Monitoring Title VII, Chapter 1, Part B Funds**

34 CFR 80.40(a)

Provide a summary of the program or fiscal review, evaluation and monitoring conducted by the state of any of the grantees/contractors receiving Part B funds during the reporting year.

PR has a total of \$338,717 authorized Part B funds according to FY20NoA. However, due to the current fiscal crisis, PR only has \$33,920 available for the 10% required state match, thereby allowing us to draw down only \$305,350 of the total Part B funds allocated. The remaining balance of \$33,367 from the total authorized Part B funds (\$338,717) cannot be matched and therefore are not considered as part of the award nor as a carry over for the following fiscal years. The total award amount available for drawdown and distribution is \$339,270 on mixed funds and is allocated and distributed as established in section C of this report.

The DSE receives and reviews reports from each organization contracted on a quarterly basis as well as copies of the annual 704 report. Due to the current COVID 19 pandemic, the DSE was not able to conduct an onsite review, but in its place conducted a virtual review where the DSE evaluated the administrative, programmatic, and fiscal organization practices. The evaluations consist of: reviewing the services rendered to the consumers, consumers service records, the extent of individual and community services, follow up of the activities according to the state plan (SPIL), reviewing the proper management of the accounts according to the budget approved, and other important requirement areas. A complete monitoring review report is provided for the IL center with corrective actions required as needed and best practices identified for references. Technical assistance was providing to support and improve the services. The contractors complied with the recommendations provided and developed different strategies to successfully achieve state and federal requirements.

For this fiscal year, the DSE along with the SCIL distributed, in addition to the current award, \$45,112 of Part B funds that were identified as carry-over from the previous fiscal year. This amount was allocated to support and strengthen IL core services and is described below.

#### MAVI CENTRAL

This service provision is located in the central part of the Island in compliance with the statutory requirements of the State Plan for IL for the FYs 2017-2020. It is established with a contractual agreement with MAVI CIL financed under Title VII, Part B funds and it received \$79,390 for the provision of IL service to 300 consumers.

The center served 275 consumers with significant disabilities. The CIL also provided IL skills to 32 consumers, 85 I&R services and peer counseling to 17 consumers. The CIL, donated assistive equipment/devices to 9 consumers. The CIL continued with community outreach activities where more than 55 people were impacted through the IL philosophy and services. Also, they continued to educate, sensitize the community and advocate for the rights of persons with disabilities, impacting over 586 persons.

As a result of the onsite programmatic review, MAVI Central complies with 87% of the activities included on its annual work plan. Recommendations were made to improve the services according to the IL philosophy and federal regulations. The center must understand the importance of assisting consumers with the IL goal, but recognizing that it is consumers who are solely responsible for achieving the action steps to accomplish them. Besides, the center should strengthen and promote the advocacy and self-determination efforts in all activities, including the best approach to connect consumers to services increasing their independence and full participation in their communities.

#### MAVI EAST

This service provision is located in the eastern part of the Island in compliance with the statutory requirements of the State Plan for FYs 2017-2020. It is established with a contractual agreement with MAVI CIL and is funded under Title VII Part B funds. For the FY 2020, received an allocation of \$81,890.

MAVI East served 207 consumers with significant disabilities. Provided the following services: 54 I&R services; 28 IL skill services; 53 advocacy services and 49 peer counseling services to consumers. The IL Center continued to provide educational workshops, outreach activities, to educate and sensitize the community and to advocate for the rights of persons with disabilities, impacting 449 persons and more than 1.6 thousand views through social media resources.

As a result of the onsite programmatic review, MAVI East complies with 89% of the activities included on its annual work plan. Recommendations were made to strengthen the consumer service record, particularly in setting, writing and establishing deadlines for completing IL goals. Other areas were reviewed such as: the process for documenting consumer non-eligibility for services and the need to increase the identification of new consumers to be served, among others.

#### MAVI NORTH-CENTRAL - I&R SERVICE

This FY, MAVI North Central continued with a contract service to provide I&R services, peer counseling, transition and advocacy services for people with significant disabilities residing in the following municipalities: Comerio, Naranjito, Dorado, Barranquitas, Orocovis and Toa Alta. They received an allocation of \$56,000 of Part B, to continue to serve people with significant disabilities.

During the reporting year, they served 183 people of the region, of which 20 were new consumers. They offered 36 referral services to public and private entities according to the expressed needs of consumers. 18 peer counseling services were provided to aid consumers to achieve the goal

established in the IL plan. During current FY, MAVI North Central received a \$16,000 increase in funds to provide transition services to consumers in order to prevent institutionalization and remain in the community with families and friends.

MAVI North Central continued to promote the independent living philosophy, carry out educational activities with many private and public entities, participate in health and service fairs, carry out community activities dedicated to the "IL Week" and participate in educational and outreach activities as part of their annual work plan. The annual review process shows 68% compliance with its annual work plan, due to the natural events such as the COVID 19 pandemic and the earthquakes in the south-central region of the Island. The service provision by MAVI North Central ended during this fiscal year. This service region will be served in other ways in accordance with the new SPIL 2021-2023.

#### CENTRO PRO VIDA INDEPENDIENTE - I&R SERVICES NORTH-WESTERN AREA

The Centro Pro Vida Independiente (CEPVI) is the second IL center established in Puerto Rico that receives Part C funds for the provision of IL services under the provisions of Title VII of the Rehabilitation Act, as amended. Through an allocation of \$58,024 of Part B and state funds, it represents an increase of \$530 in funds allocated to continue with the provision of I&R services, peer counseling and advocacy service for persons with significant disabilities.

This service provider served a total of 206 persons with significant disabilities. Of these, 9 consumers, received advocacy services, 45 received peer counseling and I&R services. CEPVI North Western also provided: 5 transportation and 7 mobility services, and 51 assistive equipment as complementary services. Besides this, it concentrated its efforts in disseminating the availability of IL services, through educational and promotional activities, health fairs, IL services and community participation, impacting more than 119 persons.

An onsite programmatic monitoring review was performed and demonstrated compliance with 100% of activities include on the annual work plan. The recommendations were made to including federal requirements and useful practices for consumer service record, record keeping and reporting. Thus, as useful practices for gathering consumer information during intake process, developing IL plans and accurate documentation of services and activities. The provision of service by CEPVI Northwestern ended during this FY. This service region will be served in other ways in accordance with the new SPIL 2021-2023.

#### CENTRO PRO VIDA INDEPENDIENTE - I&R SERVICES SOUTH-WESTERN AREA

The Centro Pro Vida Independiente (CEPVI) continue to develop another I&R office in the south-western part of the Island. The DSE awarded \$26,539 of Part B and match funds according to the approved SPIL. Through this I&R Office, CEPVI South-Western provide I&R services, peer counseling and advocacy services for persons with significant disabilities.

This service provider served a total of 80 persons with disabilities. Of these, 10 received advocacy services, 31 received peer counseling and 31 persons were provided with I&R services. CEPVI South Western donated different equipment to 30 consumers to maximize the independence and to prevent their institutionalization. In general terms, more than 121 people were impacted through educational and promotional activities and community participation.

An onsite programmatic monitoring review was performed and demonstrated compliance with 100% of activities included on the annual work plan. The recommendations were made to increase the identification of new consumers to be served, enhance the disability classification, and improve the developing plan and documentation of services in the consumer service records according with the federal regulations. The provision of service by CEPVI Southwestern ended during this FY. This service region will be served in other ways in accordance with the new SPIL 2021-2023.

## CENTRO PRO VIDA INDEPENDIENTE - TRANSITION CORE SERVICE

During this FY, the SILC agreed to allocate a service contract to CEPVI to provide transition core service for the south, northwest and southwest regions of the Island. The DSE awarded \$20,000 of Part B funds that were identified as carry over of the previous fiscal year.

This service provider served a total of 11 people with significant disabilities in order to prevent institutionalization and provide the necessary support to remain in the community. Of these, 5 received assistive equipment, 11 personal assistance services and 11 information and referral service for other community services.

The annual programmatic review shows a 25% fulfillment of its work plan. Due to natural events, specifically the pandemic, the provision of the service and the identification of other resources that facilitated the transition of institutionalized consumers due to the loss of home by seismic reasons are limited. This service provision ended during this fiscal year, but the service continues as core service with Part C funds from CEPVI.

## **Section F - Administrative Support Services and Staffing**

Section 704(c)(2) and 704 (m)(2) and (4) of the Act; CFR 364.22(a)(2) and 34 CFR 364.31

### **Item 1 - Administrative Support Services**

Describe any administrative support services, including staffing, provided by the DSU to the Part B Program.

The VRA as DSE continued to provide an IL program specialist to perform the following tasks and responsibilities:

To support the operations of Part B fund activities and all issues related to IL services. This includes the development of the programmatic activities related to compliance with the SPIL.

State and Federal funds were received, deposited, and distributed in accordance with the approved SPIL, and in compliance with state and federal Laws and fiscal regulations.

Review invoice and make timely payments to Part B funded SILC and CILs under a services contract.

Provide administrative service that include the service contracts agreement with the IL centers for the provision of IL services according to the SPIL.

Participate during the evaluation and implementation of the SPIL, along with SILC and CILS.

To serve as an ex-officio member in the SILC to assure the participation in all issues related to the provision of IL services and IL programs in P.R.

Carrying out monitoring process to evaluate and review the implementation of procedures to provide IL services and ensure their compliance with Section 725 of the Act.

Continues supporting SILC operations by providing necessary and sufficient funding for their resources plan. An allocation of funds from Sec. 101 (a) (18) of the Act (Innovation and Expansion) and Part B funds according to the SPIL were provided.

Assures that the SILC is established as an autonomous entity within the State as required without

interfering with the business or operations of the SILC.

Comply with the required administrative and fiscal reports in accordance with requirements established under the provision of Title VII of the Rehabilitation Act, as amended.

Develop, evaluate, and review procedures and service manuals according with the most recent regulations.

Provide technical assistance to IL centers under contract to comply with the consumers service records documentation and performance reports.

## **Item 2 - Staffing**

Enter requested staff information for the DSU and service providers listed in Section C, above (excluding Part C funded CILs)

Type of Staff	Total Number of FTEs	FTEs filled by Individuals with Disabilities
Decision-Making Staff	2	1
Other Staff	10	10

## **Section G - For Section 723 States ONLY**

Section 723 of the Act, 34 CFR Part 366, Subpart D

### **Item 2 - Administrative Support Services**

Section 704(c)(2) of the Act; 34 CFR 364.22(a)(2)

### **Item 3 - Monitoring and Onsite Compliance Reviews**

Section 723(g), (h), and (i); 34 CFR 366.38, 366.40 - 46

### **Item 4 - Updates or Issues**



# SUBPART II - NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES

Section 704(m)(4) of the Act; 34 CFR 364.53

In this section, provide data from all service providers (DSU, grantees, contractors) who received Part B funds and who were listed in Subpart I, Section C of this report, except for the centers that receive Part C funds. Part C centers will provide this data themselves on their annual 704 Reports, Part II.

## Section A - Number of Consumers Served During the Reporting Year

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

	# of CSRs
(1) Enter the number of active CSRs carried over from September 30 of the preceding reporting year	758
(2) Enter the number of CSRs started since October 1 of the reporting year	204
(3) Add lines (1) and (2) to get the <i>total number of consumers served</i>	962

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

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

	# of CSRs
(1) Moved	95
(2) Withdrawn	8
(3) Died	519
(4) Complete Goals	89
(5) Other	788
(6) Add lines (1) + (2) + (3) + (4) + (5) to get <i>total CSRs closed</i>	788

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

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

	# of CSRs
Section A(3) <minus> Section (B)(6) = Section C	174

## Section D - IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	0
(2) Number of consumers with whom an ILP was developed	962
(3) <i>Total number of consumers served during the reporting year</i>	962

## Section E - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	0
(2) Ages 5 - 19	60
(3) Ages 20 - 24	78
(4) Ages 25 - 59	438
(5) Age 60 and Older	386
(6) Age unavailable	0
(7) <i>Total number of consumers served by age</i>	962

## Section F - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	566
(2) Number of Males served	396
(3) <i>Total number of consumers served by sex</i>	962

## Section G - Race And Ethnicity

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

**This section reflects a new OMB directive.  
Please refer to the Instructions before completing.**

	# of Consumers
(1) American Indian or Alaska Native	0
(2) Asian	0
(3) Black or African American	0
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	1
(6) Hispanic/Latino of any race or Hispanic/Latino only	961
(7) Two or more races	0
(8) Race and ethnicity unknown	0
(9) <i>Total number of consumers served by race/ethnicity</i>	962

## Section H - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	105
(2) Mental/Emotional	58
(3) Physical	279
(4) Hearing	63

	<b># of Consumers</b>
(5) Vision	30
(6) Multiple Disabilities	427
(7) Other	0
(8) <i>Total number of consumers served by by disability</i>	962

# SUBPART III - INDIVIDUAL SERVICES AND ACHIEVEMENTS FUNDED THROUGH TITLE VII, CHAPTER 1, PART B FUNDS

Sections 13 and 704(m)(4); 34 CFR 364.53; Government Performance Results Act (GPRA) Performance Measures

Subpart III contains new data requests. Please refer to the Instructions before completing.

## Section A - Individual Services and Achievements

For the reporting year, indicate in the chart below how many consumers requested and received each of the following IL services. Include all consumers who were provided services during the reporting year through Part B funds, either directly by DSU staff or via grants or contracts with other providers. Do not include consumers who were served by any centers that received Part C funds during the reporting year.

Services	Consumers Requesting Services	Consumers Receiving Services
Advocacy/Legal Services	149	143
Assistive Technology	146	142
Children's Services	0	0
Communication Services	31	27
Counseling and related services	23	23
Family Services	34	34
Housing, Home Modification, and Shelter Services	0	0
IL Skills Training and Life Skills Training	82	61
Information and Referral Services	254	251
Mental Restoration Services	0	0
Mobility training	16	14
Peer Counseling Services	163	160
Personal Assistance Services	4	4
Physical Restoration Services	0	0
Preventive Services	35	35
Prostheses, Orthotics, and other appliances	0	0
Recreational Services	35	35
Rehabilitation Technology Services	5	4
Therapeutic Treatment	0	0
Transportation Services	25	25
Youth/Transition Services	80	80
Vocational Services	48	46
Other	15	11
<b>Totals</b>	<b>1145</b>	<b>1095</b>

## Section B - Increased Independence and Community Integration

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

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

Significant Life Area	Goals Set	Goals Achieved	In Progress
Self-Advocacy/Self-Empowerment	72	50	22
Communication	31	23	8
Mobility/Transportation	30	25	5
Community-Based Living	0	0	0
Educational	3	0	3
Vocational	14	10	4
Self-Care	135	107	28
Information Access/Technology	26	14	12
Personal Resource Management	22	9	13
Relocation from a Nursing Home or Institution to Community-Based Living	5	4	1
Community/Social Participation	51	51	0
Other	0	0	0
<b>Totals</b>	<b>389</b>	<b>293</b>	<b>96</b>

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

### (A) Table

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting year. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the four core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting year. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting year.

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	0	0	0
(B) Health Care Services	11	10	1
(C) Assistive Technology	22	14	8

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

### (B) I&R Information

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

The service provider did **X** / did not \_\_\_ engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

## **Section C - Additional Information Concerning Individual Services or Achievements**

Please provide any additional description or explanation concerning individual services or achievements reported in subpart III, including outstanding success stories and/or major obstacles encountered.

The provision of individual services was affected by the difficult situation that the pandemic brought with it. The services were limited to being provided primarily virtually mode. However, not all employees and consumers had available technology equipment or high-speed internet service in their homes. This further limited the ability of active consumers to continue receiving independent living services.

Likewise, the other activities contained in the work plan of each service contracts were negatively affected. Innovative and creative ways to continue working became necessary. As a result, there was an evident delay in the implementation and development of all program activities in accordance with the annual work plan during this FY.

This pandemic situation changed the way in which services are provided by including virtual mode and technological tools into our routine life activities. The new SPIL includes activities oriented towards these virtual modalities to continue with IL services and achieve systematic changes that benefit the population with significant disabilities.

# SUBPART IV - COMMUNITY ACTIVITIES AND COORDINATION

Section 704(i), (l), and (m)(4) of the Act; 34 CFR 364.26, 364.27, and 364.32

## Section A - Community Activities

### Item 1 - Community Activities Table

In the table below, summarize the community activities involving the DSU, SILC and CILs in the Statewide Network of Centers (excluding Part C fund recipients) during the reporting year. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Indicate the entity(ies) primarily involved and the time spent. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

**Subpart IV contains new data requests. Please refer to the Instructions before completing.**

Issue Area	Activity Type	Primary Entity	Hours Spent	Objective(s)	Outcome(s)
Healthcare	Outreach Effort	CIL	75.00	The CIL participated in health fair activities to promote the availability of IL services.	158 persons were impacted about medical conditions and treatments for the prevention of diseases.
Healthcare	Community / Public Info.	CIL	114.00	To help consumers improve their physical and emotional health.	The Center developed educational activities that benefit 58 consumers.
Transportation	Community / Public Info.	CIL	43.00	To educate about the need for accessible transportation and community services.	112 transportation service workshops and directories were distributed.
Assistive Technology	Community / Public Info.	CIL	136.00	To provide information about assistive technology.	237 consumers learned about the technology that can be used to be more independent.
Other	Community / Public Info.	CIL	97.50	To provide information on the emergency plan and increase the community's capacity to prepare before, during and after an emergency disaster. For emergency.	250 people were received information about to prepare a emergency plan.

## **Item 2 - Description of Community Activities**

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

The DSE and CILs maintained collaborative agreements with private and public entities in order to expand services for people with disabilities, promoting the independent living philosophy and the inclusion of the people with disabilities into the community. These collaborative efforts were carried out with the following:

Movimiento Alcance Vida Independiente, (MAVI), Inc. - To promote expansion of IL services as part of the development of the network of IL centers in Puerto Rico and to provide others complementary services.

Centro Pro de Vida Independiente (CEPVI) - To promote expansion of IL services as part of the development of the network of IL centers in Puerto Rico. IL services are provided to disabilities population identified as underserved in the western area.

Municipality of Rio Grande - MAVI collaborates with the Rio Grande municipality to provide independent living services to the unserved population residing of the eastern part of the Island and in accordance with the SPIL. Office space and utilities are provided for the operations of the service provider.

Humacao, Vieques, Culebra and Canovanas municipalities provide office spaces to serve consumers residing in the eastern part of the Island.

Proper Management and Inn Capital, Inc - (public housing administrators) - To provide office space into Ramon Perez, Villas de Orocoy I, IV and V, Jose Venturas Fortis, Santa Teresita and Villas de Orocoy, public housings to serve consumers who are residents of Toa Alta, Naranjito and Orocoy municipalities.

Project New Hope of Aguadilla, Isabela, Las Marias, Taller El Coqui and Citizen's Office of Moca - to provide office spaces free of charge for western region consumers.

United Way - Donation of funds for direct service staff.

PR Asistive Technology Program- workshop, referrals, and evaluation of consumers.

Health Department - Coordination of workshops and referrals for consumers

Social Action of PR and DAR Foundation- Assistive equipment donations and referrals of consumers.

## **Section B - Working Relationships Among Various Entities**

Describe DSU and SILC activities to maximize the cooperation, coordination, and working relationships among the independent living program, the SILC, and CILs; and the DSU, other state agencies represented on the SILC, other councils that address the needs of specific disability populations and issues, and other public and private entities. Describe the expected or actual outcomes of these



activities.

The PRVRA continues collaboration and partnership building, in order to fulfill its objectives of maximizing the impact of independent living services available to the community, including efforts in communications, coordination and cooperation with CILs, agencies and groups. We have continued working with the following collaborative agreements:

Special Education - the CILs maintained the coordination with the local school and their special education programs to provide workshops to facilitate successful youth transition and support to parents in the development of the individual education plans, among other interest areas.

Vocational Education - the CILs coordinated with educational institution within their service area to referral consumers interesting in development vocational goals. As well as, maintained coordination with the Rehabilitation Vocational Administration to referral potential consumers to achieve employment careers.

Housing- the SILC member representing the Housing Department, provide information about the availability of housing for people with disabilities, requirements for applications and to facilitate with the CILs for referrals to consumers.

Transportation - the CILs provide technical assistance to the mayors of the municipalities in their service regions about on the availability of federal funds to acquire accessible vehicles to provide transportation services for people with disabilities. Also, the CILs prepared and distributed transportation directory to consumers and general community.

Legal service - MAVI CIL maintain a participation into the Legal Service Advisory Committee to promote treated dignified toward people with disabilities. The collaboration includes provide legal services to consumers free of charge.

Assistive Equipment Donation - CILs maintain coordination with different entities like as: DAR foundation, Social Action, PR Paralyzed Veterans, among others, to provide assistive equipment to consumers. The CILs coordinate with the Recycle Equipment Program to referrals consumers for evaluation and to receive assistive equipment.

Health - the CILs develop workshops, health clinics and health fairs in orders to prevent other medical conditions and to promote a healthy life.

Social Security - MAVIL CIL through WIPA Program provide orientation to consumers and refers disability recipient to employment network or rehabilitation vocational administration, informs to consumers of the protection and advocacy services and coordinate with different entities to assist them in returning to work.

Mental Health - CILs coordinate with private and public entities such as: American Psychology Services (APS), State Mental Health Services, among other providers to refers consumers.

Services to Blind People - the CILs and service providers coordinate with public and private entities to refers consumers who require mobility training services. The CILs also organized a group support for blind consumers in order to provide assistance, peer counseling and develop advocacy skills. ILSP refers consumers to the Older Blind Program of the VRA to determine eligibility and receive services.

Services to Veterans -CILs provide workshops to veterans about their services and rights protected by law and refers to private and public entities to receive another service according to their needs.



# SUBPART IV - 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
Felipe Flores Lopez	Neither	Service Provider	Voting	07/18/2019	07/17/2022
Maria del C. Rodriguez Morales	Neither	Advocate	Voting	07/18/2019	07/17/2022
David Figueroa Betancourt	Neither	Community	Voting	02/11/2020	07/17/2022
Sofia I. Pantel del Cueto	Neither	Center representative	Voting	03/10/2020	03/09/2023
Betzaida Ramos Charriez	CIL	Executive Director of CIL	Voting	12/15/2017	12/14/2020
Julio Cordero Pagan	Neither	Private Business	Voting	12/19/2019	12/16/2022
Joel Ayala Martinez	State Agency	Ex officio state agency	Non-Voting	05/31/2019	05/30/2022
Lizbeth Roman Maisonet	State Agency	Ex officio state agency	Non-Voting	05/31/2019	05/30/2022
Jennifer Calderon Lopez	State Agency	DSE	Non-Voting	09/23/2019	09/22/2022
Lisandra Velez Ocasio	Neither	Parent or guardian of individu	Voting	12/17/2020	12/16/2023
Vacant	State Agency	Ex officio state agency	Non-Voting	10/01/2019	09/30/2021

### Item 2 - SILC Composition Requirements

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

SILC Composition	# of SILC members
(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

SILC Composition	# of SILC members
(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.

1. States agencies:

Vocational Rehabilitation Administration (VRA) is the single DSE.

Puerto Rico Department of Housing.

Puerto Rico Department of Health.

2. Organizations that deliver services to persons with disabilities:

Movimiento Alcance Vida Independiente CIL (Metro, East, Northern, Central and Northern-Central area of the Island)

P.R. Federation of Blind Athletes (Island wide)

3. Community representative (Metro area of the Island).

4. Representative from Center for Independent Living (Metro area of the Island).

5. Advocacy representative (Central area of the Island).

6. Private business representative (East area of the Island).

7. Parent or guardian of individual with disability (South area of the Island).

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

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

SILC members come from diverse backgrounds and represent a broad range of individuals with the following types of disabilities: (4) physical and (2) sensory. Also, all members are Hispanic.

The advocate representative is a person with a physical disability with a master's degree in rehabilitation counseling and a bachelor's degree in general psychology. She has distinguished herself in the defense of the rights of people with disabilities and promoting their inclusion in all aspects of society.

The community representative is a person with a physical disability. He has a Ph.D. degree in education with a concentration in the administration of special education programs and a master's

degree in social work. Besides, he is a volunteer in various councils and committees that defend the rights of people with disabilities. For example, the Ombudsman of People with Disabilities, the Legal Services Advisory Committee, and the Permanent Commission of Functional Diversity. He is a model for other people with disabilities precisely due to his leadership in the community.

The representative from organizations that deliver services to persons with disabilities is a young man, with a sensory disability. He has a master's degree in rehabilitation counseling, and he is the president of the Federation of Blind Athletes. Currently, he is studying for a Juris Doctor degree.

The representative from the center for independent living is a person with a sensory disability with a master's degree in diplomacy and international affairs and a bachelor's degree in anthropology. She is the founder and executive director of Open your Eyes and is a volunteer in Puerto Rico Assistive Technology Program and Board Member of Movimiento para el Alcance de Vida Independiente.

The private business representative is a person with a physical disability and has a bachelor's degree in education with a concentration in psychology. He is a successful entrepreneur in the tourism field and a model of leadership, independence, and determination.

The parent of an individual with disabilities representative is a woman with a physical disability. She is a volunteer as a spokesperson for the Muscular Dystrophy Association and member of the Community Leaders Committee in her community.

### **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) SILC: Duties and responsibilities
  - e) SILC: Indicators and Assurances
  - f) Independent Living State Plan
  - g) SILC By Laws
  - h) SILC Policies and Procedures Manual
2. SILC members are informed about the outcomes of the CILs and ILSPs contracted by the DSE according to the SPIL, for the provision of independent living services.
3. PRSILC members received the CEVI DICE e-newsletter with information about independent living services, independent living centers, and the 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 participated in the Annual NCIL Conference by the virtual platform.

6. PRSILC member joined the webinar "What you need to know about the New State Plan for Independent Living (SPIL): A Comprehensive Overview of the SPIL Instrument and Instructions".

## **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 Pabon  
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

2. Melanie Colon Castro  
Administrative Assistant  
cevi1@prtc.net

None of the SILC staff are state agency employees.

### **Item 2 - SILC Support**

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

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

1. Financial Support:

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

2. 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 the SPIL Committee.

3. Budget Development:

The DSE supported the SILC resource plan to fulfill their duties and statutory obligations.

## **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 SILC's duties listed below:

### **(A) State Plan Development**

Describe any activities related to the joint development of the state plan. Include any activities in preparation for developing the state plan, such as needs assessments, evaluations of consumer satisfaction, hearings and forums.

#### State Plan for Independent Living 2021 - 2023

The Committee of the State Plan for Independent Living (SPIL) developed the State Plan for Independent Living (SPIL) 2021 - 2023. The Committee comprised of the following members: Chairperson and members of P.R. SILC, Directors of Independent Living Centers, two (2) representatives of CILs, (1) representative of the Vocational Administration Rehabilitation the Designated State Entity, and a consultant in strategic planning. The SPIL committee held (13) meetings.

Different methods and documents were used to gather information and input during the development of the SPIL:

Needs assessment for independent living was conducted before starting to draft the SPIL by the University of Puerto Rico, Graduate School in Rehabilitation Counseling at the Rio Piedras Campus. On December 6, 2019, the final report was presented and distributed at the University of Puerto Rico with the participation of representatives from the centers for independent living and independent living programs, the Vocational Rehabilitation Administration, government agencies, organizations that provide services to the population with disabilities and students from the Graduate School in Rehabilitation Counseling.

The consultant conducted site visits, interviews, and administrated questionnaires to the CIL employees

Statistical data was collected from the US Census Bureau (2017), Cornell University, Rehabilitation Research and Training Center on Disability Statistics and Demographics, etc.

Reference information was gathered from the "Independent Living Research Utilization" (ILRU).

Reviewed new SPIL Instructions provided by the "Administration for Community Living" (ACL).

A meeting was held with the council members, directors of the CILs, and representatives from the Designated State Entity to present the SPIL draft, and gather their input before the public hearings.

The public hearing process was done virtually via the webpage of the State Council of Independent Living. The announcement was distributed through electronic communication like email, website, social media, and platforms to approximately (300) contacts and representatives of the following categories: centers for independent living, community base organizations, municipalities, public and private agencies, professional entities, and persons with disabilities from the community. To collect public

opinion, a survey was developed through Survey Monkey. The centers for independent living collaborated with the process of carrying out focus groups of employees and consumers through virtual application meetings. A total of (110) individuals representing different fields including consumers and individuals with disabilities participated and stated their public comments on the SPIL 2021 - 2023.

The SPIL Committee, considered all of the collected information and identified the following priority areas in designing the strategies for the independent living services in Puerto Rico,: reengineering and enhancing the Independent Living Network, technology, advocacy for systems change, and intersectionality. Taking into consideration these areas, outcome-oriented objectives were developed. The plan for the evaluation of SPIL compliance is focused on bringing systemic changes in individuals and social systems. Two important aspects of the SPIL 2021 - 2023, are the redesigning of the Independent Living Network, establishing ten (10) service regions, and two (2) innovative independent living projects.

On June 29, 2020 the state plan was sent to the Administration for Community Living.

## **(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 SPIL Committee oversees monitoring, review, and evaluation of the implementation of the state plan. The committee organized the objectives and activities of the SPIL into a report that included compliance indicators. This year's plan also includes the desired outcomes for each activity. As part of the evaluation, the CILs and ILSPs submitted quarterly reports to the PRSILC on progress in achieving objectives stated in the SPIL. The reports were analyzed and the compliance per objective was presented in a numerical and graphic format in quarterly meetings with the CILs and ILSPs. Due to the pandemic, the meetings were replaced by a quarterly evaluation report that compiled all the data and was sent via email to the members of Independent Living Network. A final annual evaluation report was prepared. An analysis of the outputs and outcomes showed that the overall compliance for this year was 87%.

### Consumer Satisfaction Survey

PRSILC agreed to use the same model of previous year for the assessment of consumers satisfaction. The five (5) CILs and (3) ILSPs administered the satisfaction survey to their consumers. A total of 568 surveys were completed. Of them, 52 were administered person to person and 516 by phone. 23% of all consumers served by CILs and ILSPs completed the survey.

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

145 (25%) Movimiento para el Alcance de Vida Independiente (MAVI) Metro Region  
77 (13%) MAVI East Region  
55 (10%) MAVI Northern Region  
81 (14%) MAVI Central Region  
83 (15%) Centro Pro Vida Independiente (CEPVI) South Region  
50 (9%) CEPVI Northwest  
21 (4%) CEPVI Southwest  
56 (10%) MAVI Northern-Central Region.

Satisfaction Items:



1. The CIL services were accessible.

Of the 568 consumers who responded to this item, 459 strongly agree with the statement, 100 agreed, five were neutral, two disagreed, one strongly disagreed and one did not answer. A majority responded strongly agree and agree, the satisfaction score for this item was 94%.

2. The CIL provided quality services and support.

Of the 568 consumers who responded to this item, 458 strongly agree with the statement, 101 agreed, six were neutral, two disagreed and one did not answer. The satisfaction score for this item was 94%.

3. The CIL services are essential in order to prevent unnecessary institutionalization.

Of the 568 consumers who responded to this item, 432 strongly agree with the statement, 120 agreed, 10 were neutral, two disagreed, one strongly disagreed and three did not respond. The satisfaction score for this item was 92%.

4. The CIL services and support increased my feelings of confidence and control.

Of the 568 consumers who responded to this item, 455 strongly agree with the statement, 99 agreed, nine were neutral, three disagreed, one strongly disagreed, and one did not answer. 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 568 consumers who responded to this item, 477 strongly agree with the statement, 81 agreed, four were neutral, two disagreed, one strongly disagreed and three did not respond. The satisfaction score for this item was 96%.

6. When receiving services at the CIL, I felt like I had control over the goals included in my independent living plan.

Of the 568 consumers who responded to this item, 471 strongly agreed with the statement, 89 agreed, seven were neutral and one did not answer. 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 568 surveyed, 202 identified their gender as masculine, 364 feminine, and two did not respond. Most respondents indicated that they have physical disability, following by multiple disability, sensory disability, and mental disability. Most respondents are 46 years of age or older and live with the family or relative.

Also, the SILC resource plan, monitored by the Executive Committee, and a financial report is presented in ordinary meetings. Adjustments are made to the budget at least once a year, responding to actual versus budgeted discrepancies due to the actual costs incurred per year, in order to ensure efficient use of funds.

## **(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 participated in five (5) meetings during this fiscal year. Two educational activities were coordinated.
2. The treasurer represents the SILC at the Assistive Technology Program Advisory Board and participated in two meetings during this 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 sufficient notice during this year. The calendar of ordinary meetings was posted through our e-newsletter which has been published on two (2) occasions during this year and reached approximately 300 persons across the Island. It was also distributed to all the CILs on the island. Moreover, an interactive calendar and agenda for each meeting are published on our website. During this year the PRSILC conducted three (3) ordinary meetings and two (2) extraordinary meetings. The Executive Committee conducted three (3) meetings during this year and the Nominating Committee met twice to interview candidates for vacancies at the SILC.

The date, hour, and place of the meetings are stated in all the notifications. The Puerto Rico SILC also ensured reasonable accommodations by providing sign language interpreters, materials in alternative formats, or other reasonable accommodations upon request.

## **Item 2 - Other Activities**

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

Educational materials were distributed to the community, independent living centers, consumers, and other organizations. Some of these include the SILC brochure, the CILs and ILSPs brochure, and the independent living philosophy brochure. A total of fifty-seven (57) brochures were distributed.

A total of forty-six (46) compendiums of laws were distributed in the printed version to the community, independent living centers, consumers, and other organizations.

The PRSILC maintained an accessible electronic webpage that presents the IL philosophy, services, and other information of interest to persons with disabilities.

Support was offered for the celebration of independent living week through reasonable accommodations, such as sign language interpreter services.

## **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 ACL for the training and technical assistance provided to CILs and SILCs.

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
<p><b>Advocacy/Leadership Development</b>            General Overview            Community/Grassroots Organizing            Individual Empowerment            Systems Advocacy            Legislative Process</p> <p><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            Social Security Act            Workforce Investment Act of 1998            Ticket to Work and Work Incentives Improvement Act of 1999            Government Performance Results Act of 1993</p> <p><b>Assistive Technologies</b>            General Overview</p> <p><b>Data Collecting and Reporting</b>            General Overview            PPR/704 Reports            Performance Measures contained in PPR/704 Report            Dual Reporting Requirements            Case Service Record Documentation</p> <p><b>Disability Awareness and Information</b>            Specific Issues</p> <p><b>Evaluation</b>            General Overview            CIL Standards and Indicators            Community Needs Assessment            Consumer Satisfaction Surveys            Focus Groups            Outcome Measures</p> <p><b>Financial: Grant Management</b>            General Overview            Federal Regulations            Budgeting            Fund Accounting</p>	<p>7</p> <p>8</p> <p>3</p> <p>6</p>

<b>Training And Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b>
<p><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</p> <p><b>Independent Living Philosophy</b>            General Overview</p> <p><b>Innovative Programs</b>            Best Practices            Specific Examples</p> <p><b>Management Information Systems</b>            Computer Skills            Software</p> <p><b>Marketing and Public Relations</b>            General Overview            Presentation/Workshop Skills            Community Awareness</p> <p><b>Networking Strategies</b>            General Overview            Electronic            Among CILs &amp; SILCs            Community Partners</p> <p><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</p> <p><b>Outreach to Unserved/Underserved Populations</b>            General Overview            Disability            Minority            Institutionalized Potential Consumers            Rural            Urban</p> <p><b>SILC Roles/Relationship to CILs</b>            General Overview</p>	<p>1</p> <p>2</p> <p>9</p> <p>10</p> <p>5</p> <p>4</p>

<b>Training And Technical Assistance Needs</b>	<b>Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important</b>
<p>Development of State Plan for Independent Living  Implementation (monitor &amp; review) of SPIL  Public Meetings  Role and Responsibilities of Executive Board  Role and Responsibilities of General Members  Collaborations with In-State Stakeholders</p> <p><b>CIL Board of Directors</b></p> <p>General Overview  Roles and Responsibilities  Policy Development  Recruiting/Increasing Involvement</p> <p><b>Volunteer Programs</b></p> <p>General Overview</p> <p><b>Other</b></p> <p><b>Optional Areas and/or Comments (write-in)</b></p>	

# **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.

PR SPIL 2020 includes three (3) goals and twelve (12) objectives. An analysis of the SPIL performance indicators showed that the percentage of compliance with the goals and objectives of the SPIL were as follows:

#### CILs:

CEPVI South Region	79%
MAVI Central Region	87%
MAVI East Region	84%
MAVI Metro Region	94%
MAVI Northern Region	80%

#### ILSPs

CEPVI Northwest Region	90%
CEPVI Southwest Region	91%
MAVI Northern-Central Region	87%

SILC	86%
------	-----

The overall compliance is 87%.

This compliance was achieved in the midst of suffering significant earthquakes in the south central region of the island from the months of December with aftershocks still occurring today and the total lockdown declared by the Governor of Puerto Rico from march to june, 2020 and limited activities occurring currently due to COVID 19. Residents of the earthquake impacted areas are still trying to recover from the physical and emotional damages sustained from the earthquakes. People with disabilities are refraining from daily activities due to the COVID 19 pandemic and their vulnerability with this virus, thereby causing CILs to create innovative and secure forms of service provision despite these obstacles.

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 1,535 persons with disabilities. Under the target of 1,780 and 548 less than the previous year.

468 persons received information and referral services through the independent living service providers (ILSPs) contracted by the DSE exceeding the goal of 402 established.

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 total disabled population between the ages of 18 to 64 years. This year the overall compliance level was 58%.

Over the past several years, the CILs and ILSPs have used various outreach strategies to serve geographic areas identified as underserved. Nonetheless, the PRSILC recognizes that, despite the efforts, we confront substantial challenges to reach underserved areas, especially the rural areas on the island. This year the outreach activities were restricted by two emergency events, first due to the earthquakes that occurred during the month of January and then starting in March due to the COVID-19 pandemic. However, independent living services were offered via email, phone or the face-to-face modality via Zoom or another platform. Some other substantial challenges to reach underserved areas and the corrective actions that were taken are discussed in Section C.

The CILs and ILSPs used a survey to identify people with disabilities at risk of being institutionalized. Fifty-six (56) consumers were identified as at risk of being institutionalized and forty-five (45) of them remained in the community. Twenty-one (21) parents or caregivers attended the support groups to prevent the institutionalization of their family members with disabilities. The CILs identified a total of nineteen (19) institutionalized persons and seventeen (17) of them have a transition plan with the assistance and support they need to community living. Also, fifty (50) youth with disabilities participated in transition workshops to post-secondary life and increased their knowledge by more than 20%.

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

The CILs and ILSPs provided training to increase knowledge about the services available in the community and how to access these through the internet or smartphones. A total of one hundred twenty (120) consumers were trained and eighty-nine (89) of them accessed the services via the internet or other applications.

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

The CILs coordinated a total of five (5) health clinics, assisting one hundred twenty-four (124) persons with disabilities. Eighty-six (86) persons with disabilities had a health test. In addition, the CILs and the ILSPs provided eight (8) trainings on topics related to safety and emergency management. One hundred fifty-two (152) consumers, people with disabilities and their families participated in the trainings. Ninety-three (93) of them, prepared their emergency plan.

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

MAVI Metro Region provided transportation services to twenty-two (22) consumers and CEPVI to twelve (12) consumers, for a total of 34 consumers. During this year, the CILs and ILSPs provided orientations on the requirements for obtaining a driver's license and removable signs; identification of traffic signals, signs, pedestrians/cyclists rules and road safety to thirty-four (134) persons with disabilities and one hundred seven (107) of them obtained the application document. Additionally, ninety-four (94) persons with disabilities were trained on transportation services available through the internet and smartphones and fifty-eight (58) of them procured the service using one of the

applications.

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

Eighty-two (82) consumers from the services areas of the CILs and ILSPs obtained information and referral to the AT services and fifty-one (51) of them applied for the services.

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

MAVI Metro Region provided supported employment services to fourteen (14) persons with disabilities referred by the VRA, and eleven (11) of them were employed. Also, oriented three hundred thirty-seven (337) beneficiaries of Social Security Disability Insurance on Ticket to Work through the WIPA Program and ninety (90) are active in job searching. In addition, one hundred (100) persons with disabilities were trained by the centers and services providers in job search methods through the internet and smartphones and increased their knowledge by more than 20%.

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 offered workshops on the rights, equity and dignity established in ADA, The Bill of Rights of Persons with Disabilities, and other laws to one hundred thirteen (113) persons with disabilities, families, and community members, who increased their knowledge by more than 20%.

The activity to develop educational materials about the civil rights of persons with disabilities and the less restrictive alternatives to prevent guardianship was not accomplished by the SILC and the Community Living Committee.

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

MAVI (metro region) and CEPVI (south region) promoted the leadership of young people with disabilities through training to twenty-seven (27) young people with disabilities and four (4) of them joined boards of directors or community groups.

This year the CILs and ILSPs, except the CEPVI (south region), participated via Zoom platform in the advocacy activity titled: Defending Our Inclusion in the House of Laws. Thirty-eight consumers (38) participated in the advocacy activity and twenty-eight (28) of them made presentations to senators or representatives of their district.

Before this activity, thirty-two (32) consumers from all the regions identified main barriers in their community and twenty-six (26) of them raised data and visual material and possible solutions for removing the barriers. CEPVI (south region) sent a narrative document with the data to one representative from their district.

The PR SILC supported and offered technical assistance to the CILs to develop training in system advocacy. The CILs and ILSPs staff participated in the training through a virtual platform.

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

To raise awareness on the advantages of affordable homes for people with disabilities, MAVI (metro region) and CEPVI (south region) oriented thirteen (13) students of architecture, engineering, and urban planning about the benefits of universal design. The level of knowledge acquired by students was not measured.



Also, seventy-two (72) persons with disabilities and their families from all the service regions were trained on topics related to home modifications and increased their knowledge by more than 20%.

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

PR SILC implemented two activities to gather information about the needs of persons with disabilities and satisfaction for services received. A independent living needs assessment was conducted before starting to draft the SPIL 2021 - 2023. On December 6, 2019, a presentation of the results was made at the University of Puerto Rico, Rio Piedras Campus with the participation of forty-four (44) representatives from the centers for independent living and independent living programs, the Vocational Rehabilitation Administration, government agencies and other organizations.

To measure consumer satisfaction with independent living services, the same survey from the previous year was used. A total of 568 were completed, 23% of consumers served by CILs and ILSPs completed the survey. The overall satisfaction score was 94%.

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

During the Independent Living Week, sixteen (16) activities were organized to create awareness on how independent living services contribute to the effective integration of persons with disabilities into society. One hundred ninety-eight (198) persons participated through virtual platforms. Also, the CILs and ILSPs provided ninety-six (96) orientations of the independent living philosophy through social media, resulting in an increase of more than ten percent (10%) in the visits to their website and subscribers on social media.

MAVI (metro region) and CEPVI (south region) provided orientations on the philosophy and independent living services to twenty- four (24) students of counseling graduate programs. As result, five (5) students visited the CILs. The ILSPs participated in six (6) community fairs in the municipalities of their regions, resulting in thirty-eight (38) new consumers.

To increasing knowledge on issues related to the independent living:

The Independent Living Network maintained an accessible web page with information about the independent living philosophy, independent living network, independent living services, and other information of interest to persons with disabilities.

PRSILC participated in the Annual NCIL Conference.

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

Voting rights, technology, and accessibility:

One hundred twenty-four (124) persons with disabilities and their families received orientation on the voting rights, voting technology, and the accessibility of polling places, one hundred and two (102) expressed that the educational material was useful.

Basic sign language:

MAVI (metro, north, east, and central regions) provided courses in basic sign language and deaf culture to ninety (90) persons, sixty-four (64) of them completed the course.

## **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.

N/A

## **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.

During the report year, the DSU and SILC collaborated on carrying out the following duties:

Review and evaluation of programmatic and fiscal sections of proposals to assure they were developed according to the SPIL.

Identify the reports used to evaluate the compliance of the SPIL activities.

Review manuals and procedures of the administrative and operational policies following applicable regulations. This includes the process for the allocation of funds according to the SPIL.

Review of request for proposals process including cycle period, instruments for the evaluation, and contracting documents required.

Submission and discussion of the proposal evaluation report and providing an endorsement document from SILC to begin the formal contract process.

## **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.

An unexpected challenge that the world confronted this year is the COVID-19 pandemic. In Puerto Rico, the government imposed a curfew executive order instituting a two-week closure for most businesses from March 15 to March 30. This action was unexpected and forced the PRSILC, CILs, and ILSPs to close. Some service providers had to send their staff home without the necessary technological equipment to deliver the services. In addition, many consumers did not have technological equipment or high-speed internet available in their homes. Indeed, this situation affected the provision of independent living services.

However, the Independent Living Network responded in an innovative way to provide the services. The staff contacted consumers by phone, email, and social media. Also, they utilized video conferencing services such as Zoom to facilitate the provision of services. Thanks to the CARES Act award, the CILs were able to respond with the necessary resources to the pandemic. The SPIL 2021 established the

use of these funds for technology and supplies that advance the safety and health of staff and consumers. Also, the new SPIL includes activities to procure a virtual platform to provide independent living services to consumers.

In previous years, the SILC recognized that most of the municipalities are underserved and impacted less than 2% of the population with disabilities on the island. Some factors identified as contributing to this situation were: the number of individuals with disabilities per region, regions where the geographic extension is greater than the resources available, and the distribution of municipalities per region is not compatible with the mobility patterns of their residents.

During the development of the new SPIL, the Independent Living Network agreed to carry out a mapping exercise for identifying and redefining the geographic areas in the island considering two factors: where the population with disabilities commonly seeks services, and also where there is a greater percentage of people with disabilities that are underserved or unserved. This exercise helped to establish the following ten (10) regions: metro, north, south, east-central, east, north-central, northwest, southwest, central, and southeast, as described on Section 3.2. Each CIL will develop its own outreach plan aimed at their specific areas and unserved populations with disabilities as immigrants and the LGBTTIQ community. PRSILC will conduct island wide focus groups and needs assessment. Other outreach strategies include awareness events that promote the identity, pride, and acknowledgement of the contribution of the independent living philosophy to society.

Another challenge also discussed in the previous year was the difficulties with the appointment authority to fill the vacancies. As described, the PR SILC has made numerous efforts to fulfill the mandate of the composition and appointment according to section 705 (b) of the Rehabilitation Act, as amended. Below is an update on the result of these efforts:

A new executive order was drafted that allows more flexibility to recruit members in the diverse categories. As of this moment, the appointment authority has not signed the executive order.

## **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.

---

SIGNATURE OF SILC CHAIRPERSON DATE

---

NAME AND TITLE OF SILC CHAIRPERSON PHONE NUMBER

---

SIGNATURE OF DSU DIRECTOR DATE

---

NAME AND TITLE OF DSU DIRECTOR PHONE NUMBER