

Reporting Instrument

OMB Approval No.: 0985-0061
Expiration Date: January 31, 2022

CIL Program Project Performance Report

Fiscal Year: 2019

Grant #: 1905GAILCL

Name of Center: Living Independence for Everyone, Inc.

Acronym for Center (if applicable): LIFE

State: GA

Counties Served: Bryan (GA), Bulloch (GA), Camden (GA), Chatham (GA), Effingham (GA), Evans (GA), Glynn (GA), Liberty (GA), McIntosh (GA), Tattnall (GA), Toombs (GA)

SECTION 1 - GENERAL FUNDING INFORMATION

Section 725(c)(8)(D) of the Act

Indicate the amount received by the CIL as per each funding source. Enter '0' for none.

Item 1.1.1 - All Federal Funds Received

Title VII, Ch. 1, Part B	\$98770.00
Title VII, Ch. 1, Part C	\$294986.00
Title VII, Ch. 2	\$0.00
Other Federal Funds	\$22341.00
Subtotal - All Federal Funds	\$416097.00

Item 1.1.2 - Other Government Funds

State Government Funds	\$243572.00
Local Government Funds	\$1250.00
Subtotal - State and Local Government Funds	\$244822.00

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	\$24074.00
Donations from Individuals	\$4968.00
Membership Fees	\$5.00
Investment Income/Endowment	\$0.00
Fees for Service (program income, etc.)	\$51.00
Other resources (in-kind, fundraising, etc.)	\$3418.00
Subtotal - Private Resources	\$32516.00

Item 1.1.4 - Total Income

Total income = (Item 1.1.1)+(Item 1.1.2)+(Item 1.1.3)	\$693435.00
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Item 1.1.5 - 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, or Medicaid funds)	\$0.00
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Item 1.1.6 - Net Operating Resources

Total Income (Item 1.1.4) <minus> amount paid out to Consumers (Item 1.1.5) = Net Operating Resources	\$693435.00
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Item 1.2 - Resource Development Activities

Briefly describe the CIL's resource development activities conducted during the reporting period to expand funding from sources other than chapter 1 of title VII of the Act.

Received \$5 in membership fees.

Received \$2520 in donations.

Received \$4,032 from the local ADRC to assist with their Assistive Technology Center.

Received \$17.90 from Amazon Smile Program

Submitted a \$5,000 grant application to The Home Depot's Community Impact Grant Program for LIFE's HM & AT Program

Submitted a \$10,000 grant application to Hancock Family Grant Program LIFE's HM & AT Program

Submitted a \$500 grant application to the Southern Tennis Association for the Savannah's first Wheelchair Tennis Tournament and received \$500

Submitted a \$10,000 grant application to the Landlovers Foundation for the Home Modifications and received \$5000

Submitted a \$15,000 proposal to the United Way of the Coastal Empire for the Students for LIFE program and received \$8,594 in FY2020

Received \$9,980 from Brain and Spinal Injury Fund for Home Modifications

LIFE completed 6 home modifications through 90 hours of volunteer labor at an approximate savings of \$2,448 (based on 2019 estimated value of volunteer time of \$27.20/hour).

Submitted request for funding for \$10,000 to the National Fair Housing Alliance for LIFE's HM & AT Program.

Entered a Memorandum of Understanding with National Fair Housing Alliance that provided access to \$25,000 of funding for LIFE's home modification program.

Wine Tasting Fundraiser at Savannah Wine Cellar netted \$210, still awaiting check.

\$970 is primarily fundraising activity (included in Other with in-kind labor noted above)

Planned three additional fundraisers, Southern Summer Nights, Savannah Banana's baseball and Harlem Globe Trotters exhibition game, all of which had to be cancelled due to Covid.

SECTION 2 - COMPLIANCE INDICATOR 1: PHILOSOPHY

Item 2.1 - Board Member Composition

Enter requested staff information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
7	7

Percentage of Board Members with Significant Disabilities	100.00%
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Item 2.2 - Staff Composition

Enter requested staff information in the table below:

	Total Number of FTEs	FTEs Filled by Individuals with Disabilities	FTEs Filled by Individuals From Minority Populations
Decision-Making Staff	1	1	0
Other Staff	5.59	3.91	2.9
Total Number of Employees	6.59	4.91	2.9

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	75.00%
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SECTION 3 - INDIVIDUALS RECEIVING SERVICES

Section 704(m)(4)(D) of the Act; Section 725(b)(2) of the Act; Section 725(c)(8)(B) of the Act

Item 3.1 - Number of Consumers Served During the Reporting Period

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

	# of CSRs
(1) Enter the number of active CSRs carried over from the preceding reporting period	48
(2) Enter the number of CSRs started since the start of the reporting period	80
(3) Add lines (1) and (2) to get the total number of consumers served	128

Item 3.2 - IL Plans and Waivers

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of consumers who signed a waiver	4
(2) Number of consumers with whom an ILP was developed	124
(3) Total number of consumers served during the reporting period	128

Item 3.3 - Number of CSRs Closed by September 30 of the Reporting Period

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

	# of CSRs
(1) Moved	0
(2) Withdrawn	11
(3) Died	4
(4) Completed all goals set	39
(5) Other	2
(6) Add lines (1)+(2)+(3)+(4)+(5) to get total CSRs closed	56

Item 3.4 - Age

Indicate the number of consumers in each category below.

	# of Consumers
(1) Under 5 years old	0

	# of Consumers
(2) Ages 5 - 19	2
(3) Ages 20 - 24	6
(4) Ages 25 - 59	60
(5) Age 60 and Older	60
(6) Age unavailable	0
Total number of consumers by age	128

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	85
(2) Number of Males served	43
Total number of consumers by sex	128

Item 3.6 - Race And Ethnicity

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

	# of Consumers
(1) American Indian or Alaska Native	1
(2) Asian	0
(3) Black or African American	85
(4) Native Hawaiian or Other Pacific Islander	0
(5) White	39
(6) Hispanic/Latino of any race or Hispanic/ Latino only	2
(7) Two or more races	0
(8) Race and ethnicity unknown	1
Total number of consumers served by race/ethnicity	128

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	4
(2) Mental/Emotional	8
(3) Physical	81

	# of Consumers
(4) Hearing	2
(5) Vision	13
(6) Multiple Disabilities	18
(7) Other	2
Total number of consumers served by disability	128

Item 3.8 - Individuals Served by County During the Reporting Period

List each county within the CIL's service area, as indicated in the CIL's application for Part C funds and the approved SPIL. Add additional rows as necessary. For each county, indicate how many individuals residing in that county were served by the CIL during the reporting period.

County Name	Number of County Residents Served
Bryan, GA	1
Bulloch, GA	6
Camden, GA	3
Chatham, GA	82
Effingham, GA	7
Evans, GA	1
Glynn, GA	6
Liberty, GA	7
McIntosh, GA	3
Tattnall, GA	11
Toombs, GA	1
Total number of consumers served by county	128

SECTION 4 - INDIVIDUAL SERVICES AND ACHIEVEMENTS

Item 4.1 - Individual Services

For the reporting period, indicate in the table below how many consumers requested and received each of the following IL services.

Services	Consumers Requesting Services	Consumers Receiving Services
Advocacy/Legal Services	15	15
Assistive Technology	63	63
Children's Services	0	0
Communication Services	11	11
Counseling and related services	3	3
Family Services	30	30
Housing, Home Modification, and Shelter Services	68	68
IL Skills Training and Life Skills Training	32	32
Information and Referral Services	1482	1482
Mental Restoration Services	1	1
Mobility training	2	2
Peer Counseling Services	89	89
Personal Assistance Services	4	4
Physical Restoration Services	2	2
Preventive Services	18	18
Prostheses, Orthotics, and other appliances	0	0
Recreational Services	6	6
Rehabilitation Technology Services	29	29
Therapeutic Treatment	1	1
Transportation Services	15	15
Youth/Transition Services	24	24
Vocational Services	22	22
Other	0	0

Item 4.2 - 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.

Describe how information and referral services and the other IL core and other IL services are provided to those who request such services in formats accessible to the individual requesting the services. Describe any innovative practices (not mentioned elsewhere in this report) to enhance the availability and effectiveness of IL services.

LIFE provided information and referral services to people with disabilities, service providers, family members, media, and others.

This service included developing and updating resource guides for all service counties which helped LIFE staff provide timely referrals to consumers while it also allowed independent exploration of resources by LIFE consumers, as the new information included updates about Covid-19 supports like food and rental/utility assistance. LIFE also collected other organization resource guides and shares them with community partners and on LIFE's website and social media.

The I&R service also included also making referrals to the appropriate organizations/individuals, participating in community education activities, and engaging in advocacy.

LIFE has a link on its website that provides individuals the opportunity to request information and referral services via email.

LIFE has the ability to provide information in numerous formats including: Braille, Large Print, and electronically.

Item 4.3 - Peer Relationships and Peer Role Models

Briefly describe how, during the reporting period, the CIL has promoted the development of peer relationships and peer role models among individuals with significant disabilities.

LIFE promotes the development of peer relationships among staff, board, and volunteers. Staff members with disabilities provide core independent living services. The following activities describe some additional ways in which LIFE promoted these relationships:

LIFE Staff members wrote about their experiences during the Covid-19 quarantine and a few of these articles were shared in the July newsletter circulated to others in the community to depict personal triumphs over adversity.

One of LIFE's board members served as the president of CEPSSA (Coastal Empire Polio Survivors Association) until 12/31/19 and remains on the Board. She also made monthly phone calls and sent email and written notes to support members to provide peer support to assigned list of polio survivors. LIFE offered opportunities for people with disabilities to meet and network with other people with disabilities over Zoom and learn about disability related activities, issues, and links through Facebook, including discussions around Intersectionality.

One of LIFE's board members has been mentoring a B.A. Psychology major who is legally blind. LIFE's Board Treasurer through May of 2020 serves as the vice-president of Abilities Unlimited, which provides a progressive exercise program for individuals with varying disabilities with a progressive exercise program and has a Special Olympic Powerlifting Team.

LIFE staff liberated eight individuals from nursing homes to the community-based living option of their choice.

LIFE also promoted peer relationships through various events that we sponsored during the reporting year. LIFE held 11 peer support group meetings with a total of 64 participants. LIFE staff scheduled and facilitated these meetings to remind individuals that they were not alone and to allow people opportunities to share in their successes as they become more independent. The meetings proved therapeutic. Individuals talked openly with one another, finding safety in a group of peers whose own

experiences with their own disabilities allowed for empathic dialogue. Meeting themes this year included:

- Dealing with Stereotypes
- Peer Support Holiday Celebration/Recipe Exchange
- Disability, Race and Healthcare
- Disability, Race and Housing
- Disability, Race and Voting
- Peer Support Open Discussion of What Most Impactful
- Mindful Stress Reduction
- Healthy Living

Item 4.4 - 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	4	2	4
Communication	8	5	3
Mobility/Transportation	38	29	9
Community-Based Living	47	20	21
Educational	4	1	3
Vocational	11	1	8
Self-Care	33	19	11
Information Access/Technology	14	11	4
Personal Resource Management	6	1	3
Relocation from a Nursing Home or Institution to Community-Based Living	15	4	7
Community/Social Participation	15	6	9
Other	0	0	0

Item 4.5 - Improved Access To Transportation, Health Care Services, and Assistive Technology

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting period. 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 period. 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 period.

Areas	# of Consumers Requiring Access	# of Consumers Achieving Access	# of Consumers Whose Access is in Progress
(A) Transportation	38	30	7
(B) Health Care Services	5	0	4
(C) Assistive Technology	50	39	7

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 report that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

Item 4.6 - Self-Help and Self-Advocacy

Briefly describe how the CIL has promoted self-help and self-advocacy among individuals with significant disabilities during the reporting period.

LIFE provided Individualized Education Program (IEP) advocacy for parents and students when requested.

LIFE Board and Staff Members took part in support group meetings throughout the reporting year, providing helpful information where needed, including, but not limited to: Coastal Chapter Association for the Deaf, Advisory Committee for Accessible Transportation, Savannah-Chatham Council on Disability Issues, SavannAbility, National Federation of the Blind, Coastal Georgia Aging and Disability Resource Connection, Brunswick/Glynn County Council on Disabilities, Family Connection Collaboratives in 7 service counties and the Coastal Empire Polio Survivors Support Group. The Students for LIFE Program hosted its 3rd Annual Power of YOU! Youth Transition Conference on Tuesday, February 11th. The event hosted 152 student attendees. The Power of You! Youth Transition Conference is an annual conference held for transitioning-aged students who live with disabilities within the Chatham, Bryan, Effingham and Liberty counties. Vendors, speakers and LIFE staff shared information about self-advocacy, provide resources that would prepare students for productive post school lives, connect students with community agencies & other resources to assist them (and their parents) as they transition into adulthood, and finally, provided student attendees the opportunity to socialize with peers from other schools. This years' conference included a scavenger hunt game, Who AM I? guessing game, a historical depiction of the Independent Living Movement, and a peer speaker. LIFE moved its Students for LIFE to virtual platforms after February of 2020 to maintain connectivity with students no longer present in the school setting while preserving safety of staff and students alike. During the course of the fiscal year, LIFE offered classes in partnership with 3 schools and 3 community sites, showcasing a model for virtual service delivery that was replicable and able to be integrated into existing community organizational efforts. This will bear fruit in the following fiscal year efforts. Between the Youth Transition fair and the S4L program, 156 students collectively received 78 hours of instruction.

LIFE staff liberated eight individuals from nursing homes to the community-based living option of their choice.

LIFE encourages consumers & the general public to attend LIFE Board meetings that occur every other month. These meetings are posted on the website and published in LIFE's quarterly newsletters. One of LIFE's board members continues to work toward having a link to LIFE on the websites of public

and college libraries in our service area.

LIFE provided consumers the opportunity to identify training areas that would promote self-help/self-advocacy that they would like to see during the reporting year. As a result, LIFE conducted the following nine Independent Living Skills training classes in which a total 54 individuals attended:

Telfair Museum Art Project/Training Part 1

Telfair Museum Art Project/Training Part 2

Mixed Greens Healthy Living Meet and Greet

Zoom Training

Mixed Greens Mindful Stress Reduction Part 1

Mixed Greens Mindful Stress Reduction Part 2

Mixed Greens Mindful Eating

Georgia Secretary of State Office Voter Education

League of Women Voters of Coastal Georgia Empowering Voters

Additionally, LIFE's Board & Staff participated in trainings on the following topics throughout the year:

Ongoing CIL Suite Database Tutorials including: 704 Reporting, Alt Contacts, Time Tracking,

Community Activities, Consumer and I&R Annotation, Auditing, etc.

Making Housing A Home

HUD 811 vacancy webinars

UWCE Intro to Grantseeking & Foundation Directory Online

Funding Opportunity: Pilot Program for Transit-Oriented Development Confirmation

Facebook Tutorials

Self-Neglect & Hoarding Disorders

How money works; Common Sense Guide to Financial Freedom

Common Design & Construction Violations & Solutions

Recognizing and Managing Secondary Traumatic Stress

The Air Carrier Access Act (ACAA) and Travelers with Disabilities: Travel by Air with Service Animals

Peer Support Train the Trainer Sessions

Care for the Caregiver: The Importance of Self Compassion

DCA 2020 Housing Symposium

Medicare Home Health Coverage

Trends in Tenant Rights in Georgia

Nonprofit Town Hall: COVID Response & Leadership

Families First Coronavirus Response Act & Nonprofits

ADA Standards for Accessible Design Sessions 1 and 2

Communicating while you're in the Hospital

Elementary: College and Career Readiness series

How Teams Can Meaningfully Connect Remotely

Understanding Empathy

Leading Others with Self-Compassion

Expanding CIL Capacity through Youth Transition Services Collaborating with School Districts & VR

Creating Accessible Documents

Workforce Investment Opportunities Act

Charitable Giving in Times of Fear and Uncertainty

Medicare Appeals

The Technology Landscape for Applicants & Employees who are Blind or Experiencing Vision Loss

Ensuring Linguistic Competence in Person-Centered Practices and Systems

Locating Community-Based Resources

Creating a Culture of Accessibility

Fundraising Essentials

5 Steps to Crowdsourcing for Rapid and Equitable Innovation

Running with Ahmaud: Chasing Truth - What it Means to be Black in America

Drive Real Change in Diversity and Inclusion

Understanding Systemic Racism
Empowerment in Crisis
Addressing Social Isolation through Technology Solutions
How Storytelling Can Super Charge Person-Centered and Personalized Care
Amazon HR Speaks about hiring PwD
NYAIL Celebrates ADA 30. The ADA: Then and Now
How We Fight Voter Suppression
'We Vote! Workshop by GAO
IL-NET Disability, Diversity & Intersectionality a Q&A Session for CIL & SILCs

Item 4.7 - Additional Information Concerning Individual Services or Achievements

Please provide any additional description or explanation concerning individual services or achievements reported in Section 4, including outstanding success stories and/or major obstacles encountered.

The move to virtual service delivery at the beginning of calendar year made keeping in touch more challenging. Additionally, without in-person accountability, a larger number of people withdrew from their goals than usual, removing themselves from public life in a quest to preserve their safety. Though LIFE staff provided peer support efforts to keep them engaged remotely when possible, the fear of adverse health outcomes and social withdrawal that accompanied it negatively impacted the number of opportunities to add new consumers and distracted existing ones from seeing efforts through in a timely manner. Despite these barriers, LIFE staff was still able to offer the Center's services in a manner that was both safe and well-received by consumers.

LIFE continues to receive thank you messages for the services that they provide their consumers. Samplings of these messages are listed below:

- Thank you for hosting the voting machine demonstration. It was very informative and was a great learning experience.
- The Contiga hearing devise is well worth the money and is a major improvement over the traditional hearing aids. While the hearing aid made sounds louder, it did little for clarity. It's good to sit in the living room with family and participate in the conversations. The transmitter and receiver are light weight and small, less than the size of a cell phone. The transmitter can be clipped on a shirt, with the Bluetooth signal going to the receiver attached to my short, and the signal entering my ear from a ear bud. The clarity is very good. I appreciate Life assisting me in obtaining this excellent device. Needless to say I highly recommend it to others.
- The transition process went smooth and all the services have been great. I am relieved to be out of the Nursing Home and independent.
- I enjoy going to the peer support groups and events. They are very encouraging.
- The transition process was a true blessing for me, and I am very grateful for the program. I really appreciate everything done so far and that will be done.
- [LIFE] is an excellent program. I live in Hinesville with my Disabled Daughter, and the Counselors at Winn Community Hospital told me about them. It's an awesome program that helps young adults. It serves as a link for those with disabilities to gain resources to be able to live more independently. They are great for finding support for housing, transportation, and other necessities. They also helped me deal with some of the discriminatory practices from property managers against those with disabilities, and as an employer, helped me understand the ADA and avoid discriminating against those with

disabilities. Their workshops and events helped me to learn more about discrimination. I try to recommend them to everyone I talk to. Chasidy is great and informative, and their events are a boon to the community, particularly in Savannah, and with those experiencing homelessness. LIFE is important, and people need it in the community to help them get these resources. I really appreciate all they've done for my family.

SECTION 5 - PROVISION OF SERVICES

Item 5.1 - Compliance Indicator 2: Provision of Services on a Cross-Disability Basis

Briefly describe how, during the reporting period, the CIL has ensured that IL services are provided to eligible individuals with a diversity of significant disabilities and individuals who are members of populations that are unserved or underserved, without restrictions based on the particular type or types of significant disability and in a manner that is neither targeted nor limited to a particular type of significant disability.

LIFE's Core Services have consistently been made available to individuals and consumers who are members of populations that are unserved or underserved, without restrictions based on the particular type or types of significant disability and in a manner that is neither targeted nor limited to a particular type of significant disability.

LIFE services were offered and delivered in accessible locations providing opportunities for cross-disability populations to participate.

LIFE staff traveled to our most rural areas or utilized Zoom, Go To Meeting, or other virtual platforms to participate in info fairs, conduct presentations and meet with consumers in an effort to reach underserved populations.

LIFE staff continued our Students for LIFE Program to work with our youth in the school systems with self-empowerment and independent living skills. As mentioned earlier, the Students for LIFE Program served 156 students and presented the program at six sites, including the Jenkins, Savannah, and Islands High Schools, and three Project SEARCH Sites, PS Candler, PS Effingham, and PS Georgia Southern University-Armstrong Campus.

Item 5.2 - Alternative Formats

Briefly describe how, during the reporting period, the CIL has ensured the availability in alternative formats of all of its written policies and materials and IL services, as appropriate.

LIFE's Service Delivery Manual, By-Laws, Administrative/Personnel Policies, newsletters and brochures were available in large print, Braille, and electronic format upon request. Our board meeting minutes, as well as training materials, were available in alternate format. We were fortunate to have a Duxbury Braille in-house and a staff member that has been trained on its use. We had the capacity to create also Braille material for other agencies when requests were received.

Item 5.3 - Equal Access

(A) Briefly describe how, during the reporting period, the CIL has ensured equal access of individuals with significant disabilities, including communication and physical access, to the center's services, programs, activities, resources, and facilities, whether publicly or privately funded. Equal access, for the purposes of this indicator, means that the same access is provided to any individual with a

significant disability regardless of the individual's type of significant disability.

LIFE provided physical and communication access to programs and services to a cross disability population. The new office location which we moved into in September of 2019 was located in a commercial shopping center, and the parking lot which we share with numerous other businesses, including DME providers offered ample parking dedicated for persons with disabilities. All entrances to the office were opened and closed by automatic doors which LIFE installed. LIFE built an ADA compliant ramp to the back entrance where staff members park to ensure physical accessibility and the front entrance was already accessible. An accessible restroom was available with raised print and Braille signage.

LIFE was accessible to people with hearing disabilities. All activities that involve public attendance or participation sponsored by LIFE were ASL interpreted, if requested. Our facility also had blinking fire alarms.

LIFE was accessible to people with visual disabilities. Volunteer readers were available when requested. Information provided by LIFE would also be Brailled when requested. LIFE had a Braille printer in house to expedite these requests.

LIFE was accessible to persons with multiple chemical sensitivities. The office space has been designated as scent-free environment.

LIFE strongly encouraged consumers to arrange for their personal assistance. However, the organization recognized that some consumers would be unable to provide for their personal care. Assistants would be provided when requested to persons attending LIFE sponsored events. The LIFE office computers offered high-speed Internet access for consumers to use that are accessible to individuals with disabilities, including one that was specifically designated solely for their use. LIFE hosted a NFB Newsline Channel to post information concerning services and programs to the print disabled population.

(B) Briefly describe how, during the reporting period, the CIL has advocated for and conducted activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and regardless of funding source, for individuals with significant disabilities. Equal access, for the purposes of this indicator, means that the same access provided to individuals without disabilities is provided in the center's service area to individuals with significant disabilities.

LIFE's board, staff, and consumers served on several disability advocacy committees throughout the reporting year, including, but not limited to: Coastal Chapter Association for the Deaf, Advisory Committee for Accessible Transportation (ACAT), Savannah-Chatham Council on Disability Issues (SCCDI), National Federation of the Blind, Coastal Chapter Association for the Deaf, the Coastal Empire Polio Survivors Association (CEPSA), Brunswick/Glynn County Council on Disabilities, the Southern GA Regional Commission, Aging and Disability Resource Connection (ADRC) and Family Connection Collaboratives in 7 counties.

LIFE advocated for equal access to services, resources, and facilities in the community through individual and systems advocacy.

The following activities represent some of these efforts:

Engaged with the Live Oak Public Libraries and other libraries to put a link to LIFE on their website.

Contacted friends about their experiences re: accessibility at the Savannah/Hilton Head Airport and shared the information with the board to inform advocacy efforts

Worked with police in Garden City about how to interact with Deaf/HoH individuals.

Conducted mindfulness sessions with a Montessori class

Educated a member of the elderly in Bulloch county on the use of JAWS & Magic assisted technology

package to allow him continued computer access

Explained how the new version of Facebook interacts with the JAWS screen-reader to individuals who are Blind or Low Vision, so they could continue to use the Social Networking Platform

Spoke to the Liberty & Georgia Board of Elections on issues related to voting for the visually impaired, on difficulties related to current electronic voting, and on poll worker/ voter interactions

Hosted an open house/Thanksgiving celebration, where provided food and fellowship as well as tours of the new space and discussions of LIFE's available services. The intended ADA Celebration/Open House scheduled for July had to be cancelled due to Covid-19.

Participated in five 1-3 hour Circle of Support meetings for a PwD where discussed strategies around independent living.

Discussed the need for accessible housing with Park Place Outreach director Julie Wade as well as at a Chatham County Housing Coalition meeting

Discussed the need for accessible homes (through home modification) at Bryan County Family Connections meetings, Effingham County Family Connections meeting

Interviewed by WSAV about home modifications and the need for contractors to make homes accessible/barrier free to decrease likelihood of people going into nursing homes during the pandemic

Talked to area business 'Merchants on Bee' about the lack of safe access for persons in wheelchairs and lack of accessible parking

Item 5.4 - Consumer Information

Briefly describe how, during the reporting period, the CIL has ensured that consumers have the opportunity to develop and achieve their goals (either with or without an ILP) and that the consumer has the opportunity to express satisfaction with the center and such consumer satisfaction results are evaluated by the center.

The IL coordinator and consumer worked together to establish IL goals and objectives. The initial conversation began with a discussion where the IL coordinator talked with the consumer about what they wanted and needed, thereby establishing potential goals. After identifying what the consumer wished to achieve, the LIFE staff member then helped the consumer develop steps (objectives) to allow for the consumer to accomplish these goals. At the conclusion of this planning session, the consumer held an ILP, a step-by-step guide to accomplishing their goals. These goals and objectives were written in the consumer's own words and were developed and monitored whether or not the consumer chose to reduce his or her goals to writing in the form of an ILP or preferred to waive this option. Achievements of the consumer goals and objectives were recorded. Consumer records are secured to ensure that confidentiality is guaranteed.

Out of the 128 consumers served this reporting year, 97.6% made the decision to create an ILP. LIFE consumers were given an opportunity to express their satisfaction/dissatisfaction via telephone inquiries which were conducted in a timely manner while the consumer's experience was still fresh in his or her mind. These phone calls were made to each consumer by a third party to make sure they were satisfied with the services provided. Nearly all of our consumers reported that they had become more independent as a result of the services provided. The LIFE staff member who conducts the satisfaction survey typed up the results and filed it in the consumer's CSR.

We have received many letters of gratitude and compliments on our service provision from our consumers throughout this reporting year. These letters were also included in the CSR's.

The LIFE staff member facilitating the delivery of LIFE services informed the consumer of LIFE's grievance procedure when the consumer requests services. No grievances were filed against our organization during the reporting year.

LIFE also offers an opportunity to provide feedback through our website (www.lifecil.com).

Item 5.5 - Consumer Service Record Requirements

Briefly describe how, during the reporting period, the CIL ensured that each consumer's CSR contains all of the required information.

Consumer service records were maintained in two forms. Primary consumer information was maintained in the center's database system. Secondary or supporting information was retained in a hard copy file for a period of seven years. These files are locked and secured.

Documentation were signed and dated as follows:

The IL Coordinator maintained a Consumer Service Record (CSR) that included the following information on

1) the left side of the file folder in the following order (from top to bottom):

- a) Home-mod Checklist
- b) Signed ILP
- c) Signed CSR
- d) LIFE and Consumer Service Commitment
- e) Signed Release of information for LIFE Staff and funding sources
- f) Signed Indemnity form (Waiver of liability)
- g) Permission to build (if needed)
- h) Any other documentation
- * Copies of housing applications
- * Birth Certificate
- * Social Security card
- * Picture ID
- * Verification of income, etc.
- i) Identification/Demographics (address)

2) On the right side of the file folder:

- a) Contact logs
- b) Letters
- c) Other correspondence

The IL coordinator and consumer worked together to establish IL goals and objectives. These goals and objectives were developed and monitored whether or not an IL plan is developed; and achievements of the consumer goals and objectives was recorded.

Consumer records were secured to ensure that confidentiality is guaranteed at all times.

Item 5.6 - Community Activities

Community Activities Table

In the table below, summarize the community activities involving the CIL's staff and board members

during the reporting period. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Increasing Access to Communication	Technical Assistance	3.5	Promote use of alternative formats on LIFE electronic media, offer to provide as fee-for-service with community partners where cost-effective and for free for LIFE consumers	Transcribe LIFE's Power of YOU! agenda into Braille; transcribe CAT Ferry schedule into Braille, provide them 22 copies.
Increasing Other Access	Community and Systems Advocacy	81.75	Identify barriers to access of services for Pwd and work to remove or determine ways to circumvent these barriers	55+ efforts address barriers to shopping, jobs, census, buses, school, housing, lawyers, healthcare, voting, tech, etc.
Promote Growth	Community Education & Public Information	111.25	To educate consumers, staff, and the greater community about the rights of individuals with disabilities and LIFE services.	Created Twitter page & YouTube channel, 100+ Facebook posts re. voting, emergency plan, transportation, Covid-19, etc.
Increasing Access to Other Legal Rights & Legislative Process	Community Education & Public Information	11.25	To advance community change by facilitating access by consumers to the legislative process	Contacts with 20 plus consumers re. voting strategies, trainings on voting advocacy, feature voting piece in newsletter.
Promote Growth	Collaborating and Networking	188.5	To expand available resources and opportunities for Pwd disabilities through community partnerships	Attend 102 community meets about topics impacting PwD like mental health/school resources/SPIL development/ transitions.
Promote Growth	Community Education & Public Information	36.5	To expand LIFE's reach in the community by providing at least 8 presentations on LIFE's services	Provide 8 presentations about LIFE services, including 2 WSAV TV stories.
Increasing Other Access	Community and Systems Advocacy	3.5	Promote inclusive community recreational opportunities and collaborate with at least one other individual/entity on developing a recreational opportunity/program	De-prioritized/postponed tennis until October 24 due to Covid in Chatham, travel issues and other societal priorities.
Increasing Accessibility to Transportation	Community and Systems Advocacy	27	Identify consumers' unmet need with respect to transportation and work to develop resources to address said need	Collect staff travel logs, collaborate w/SILC to ID resources/share, participate in ACAT and other community meets.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Increasing Access to Other Legal Rights & Legislative Process	Community and Systems Advocacy	17.5	To ensure accessible voting opportunities for Pwd by providing an opportunity to try out the new, secure paper ballot system in LIFE's office.	Conduct Accessible Voting Machine demonstration at LIFE's office on 3/4, advertise and invite community partners to attend.
Increased Access to Education/ Employment	Collaborating and Networking	256.75	To provide an opportunity for youth to learn and practice IL skills by hosting a youth transition conference	The S4L Program hosted its 3rd Annual Power of YOU! Youth Transition Conference on 2/11 at the National Guard Armory.
Promote Growth	Community Education & Public Information	69	To provide an opportunity for PwD and community to tour new office space, learn about LIFE services & socialize.	LIFE Gives Thanks Grand Opening occurred 11/14/19--provided tours to community partners/Project SEARCH students/consumers/etc.
Increasing Other Access	Technical Assistance	3.75	Provide accessibility surveys as requested	Clay Mims and Angel Denardi provided an accessibility survey to EmployABILITY at their request
Increasing Opportunities for Affordable, Accessible housing Units	Community and Systems Advocacy	14.25	Identify existing & increase affordable/accessible housing in service area through advocacy efforts, public education.	Attend advocacy trainings, network, & find contractors, including spending time addressing Chatham Apartments closure.
Increasing Access to Other Legal Rights & Legislative Process	Community and Systems Advocacy	12.5	Reach out to elected officials to discuss issues of import to LIFE consumers and learn about political happenings.	Attended town halls & participated on committees with elected officials to educate them about LIFE consumer priorities.
Increased Access to Education/Employment	Outreach Efforts	78.5	Provide Students for LIFE classes to 200 students, 100 of whom will reside in the Savannah area. Provide 85 hours of S4L instruction, at least 45 of which will be to City of Savannah residents.	Provided 78.5 hours of instruction (with another 50+ hours of travel time and well over 100 hours of prep time), over 40 of which was to City of Savannah residents and served 125+ students with 50+ being city of Savannah residents.

Item 5.7 - Description of Community Activities

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

Newsletter - "The Meaning of LIFE" newsletter contains information on upcoming events in the

community articles and of interest specific to people with disabilities and their families, consumer success stories, and pictures of LIFE activities. During the reporting year, 5,607 newsletters were distributed in PDF, text-only large-print, and Spanish versions via the MailChimp platform. Brailled copies are also made available when requested. In addition, one of LIFE's board members is the editor of the Lighthouse Newsletter, which is a polio support group newsletter. This newsletter goes out monthly to approximately 150 polio survivors and medical professionals.

"The Power of YOU!," a Youth Transition Conference, brought 152 students with disabilities from 13 schools and 2 internship programs, teachers, 26 parents, and 25 community volunteers together to support, learn and socialize. 25 Vendors were represented as well and hosted booths. Two individuals spoke, one a student who had successfully transitioned who provided an example to encourage and one, a representative from SOTO ALG, provided information about a community resource.

LIFE presented information on its services, programs and events at the following information fairs and presentations:

Information Fairs -SCBLV Walk A Mile in My Shoes Walk-a-thon, ALS Conference, Glynn County Schools Special Education Services and Supports Parent Resource Night, Savannah Technical College, Coastal Community Health, Chatham Parent Mentors, Low Country Down Syndrome Presentations: Coastal Community Health, Parent Mentors, Low Country Down Syndrome, Savannah Lion's Club, 2 news stories on WSAV, JC Lewis.

LIFE was represented at more than 100 community meetings including, but not limited to: Effingham, Camden, Chatham, Bryan, Glynn, Liberty and Bulloch Family Connections meetings, Southern Georgia Regional Commission, Effingham County Schools System, Coastal Empire Polio Survivors Association, Advisory Committee on Accessible Transportation (ACAT), Savannah-Chatham Council on Disability Issues (SCCDI), Brunswick Glynn County Council on Disabilities, GA Vocational Rehabilitation Agency, and National Federation of the Blind, Savannah Lion's Club, UWCE Executive Council, Aging and Disability Resource Center, First District Transition Alliance, Southeast Center Director Association (SECDA), and the Georgia Independent Living Network.

Collaborated with the ADRC weekly with their Assistive Technology Program prior to Covid mandated lab closure.

Partnered with the following organizations to provide assistive technology and durable medical equipment to LIFE consumers: Aging & Disability Resource Connection (ADRC), Alliance Medical, Delta Gamma Alumni Association, Eschenbach, Freedom Mobility, Friends of Disabled Children & Adults (FODAC), Georgia Library for Accessible Statewide Services (GLASS), Lions Club, Mobility Works, National Seating & Mobility, NFB Newslines, Palmer Vision, Savannah Center for the Blind & Low Vision (SCBLV), Senior Citizens, Inc., Tools for Life, and Widow's Society

SECTION 6 - ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

6.1 - Work Plan for the Reporting Period

Item 6.1.1 - Achievements

Discuss the work plan's proposed goals and objectives and the progress made in achieving them during the reporting period.

C= Completed; PC= Partially Completed N19= no due to Covid; N= not addressed

GOAL 1: To advocate for equal access to services, programs, activities, resources and facilities.

A. Transportation--To identify consumers' unmet need with respect to transportation services in our service area and during crisis (ex. hurricane evacuation) and work to develop resources to address said need.

a. (AGENCIES/PROVIDERS) Create a list of agencies and list of service providers and identify barriers in intra- and inter-county travel. Transportation will include individual and mass transit group. C

b. (CHATHAM/GLYNN ACCESSIBLE TRANSIT) Explore and identify affordable accessible transportation alternatives in Chatham County with identification of one alternative in Glynn County C

c. (GRANT/FUNDING) Identify resources/grants available to fund alternative transportation in Chatham County C

d. (AIRPORT) Identify legal requirements then consult with others, educate, and advocate legal compliance with the airport authorities in Chatham. N19

e. (NON-AIRPORT TRAVEL) Identify non-airport travel authorities (ground transportation: UBER/LYFT, taxis, trains, buses) C

B. Services--To identify barriers to access of services for our consumers and others with disabilities in our service area and work to remove or determine ways to circumvent these barriers.

a. (COMMERCIAL CONSTRUCTION) Compile a list of city, county, and state agencies dealing with home, government and commercial construction C

b. (BUILDING PROCESS) Identify the agencies and the process by which agencies and developers create projects resulting in facilities C

c. (MENTAL HEALTH) Partner with other agencies/organizations and take part in community education efforts to ensure the safe and effective access to services for individuals with mental health related disabilities C

d. (ADA BIZ) Create a more accessible community by educating local businesses about applicable ADA requirements C

e. (HOME MOD) Increase accessibility to home modifications through identification of qualified contractors. C

f. (DEAF/HOH) Make our community more accessible to the deaf and hard of hearing through identification of qualified ASL interpreters and educating individuals, organizations and agencies as to requirements of ASL interpreters. C

g. (BOARD MEMBERSHIP) Reach out to a minimum of 3 new individuals from our new counties and 1

from the Deaf/HoH community to improve Board diversity to ensure our consumers are adequately represented and that our resources are allocated appropriately in accordance with this Strategic Plan C

C. Resources--To identify existing community resources that support consumers and others with disabilities in our service area and promote access to these resources.

- a. (PUBLIC SECTOR FUNDING) Increase funding for our activities and programs by meeting with members of the public sector to identify funded partnership opportunities C
- b. (EXPANSION PARTNERS/FUNDING) Identify funding organizations and opportunities in nine new expansion counties as well as the other eleven counties (ex. Chamber of Commerce, YMCA) and consult with them about community need and funding opportunities to meet identified need. C
- c. (ADA COORDINATORS) Identify ADA coordinators, their resources, functions, and projects and post on website C
- d. (FEE FOR SERVICE) Identify services that may create a fee for service opportunity C
- e. (FUNDRAISERS) Conduct fundraising events each fiscal year. C

D. Legislative--To advance community change by facilitating access by consumers to the legislative and voting process

- a. (ID ELECTED REPRESENTATIVES) Identify all state and federal legislative representatives in the service area and update on LIFE electronic media. C
- b. (OPEN HOUSE) Conduct an annual open house for policymakers and have a SILC representative present if possible. N19
- c. (MEET WITH ELECTED REPRESENTATIVES) Seek meetings with state or federal legislative representatives (or a member of their office) and local policy-making officials outside of the Open House (Executive Director or designee responsibility) C
- d. (Voting Accessibility) Make efforts to ensure equal access to voting process for PwD (ADDED 2/28/20) C

E. Legal--To enhance community capacity through efforts to enforce existing rights of PwD and promote access to legal resources for individuals living with disabilities in our service area.

- a. (ATTORNEY) identify attorneys and agencies responsible for enforcement of legal rights of PwD C
- b. (LEGAL ORGANIZATIONS) Identify/document/share community C organizations/individuals also facilitating the enforcement of the legal rights of PwD
- c. (LEGAL PARTNERSHIPS) Seek partnership opportunities where available to facilitate the creation of training materials/opportunities for area attorneys C

Goal 2: To promote personal, organizational, and community growth through educating, training, and sharing personal experiences.

A. Educating--To educate consumers, staff, and the greater community about the rights of individuals with disabilities.

- a. (FAQ) Identify/create FAQ sheets about the following topics--Fair Housing, Nursing Home Transition, Rights of Students (both public education and post-secondary) C
- b. (ETIQUETTE) Inform at least one local agency/organization about the elements of disability etiquette and its importance. C
- c. (ETIQUETTE) Provide PwD at least one training/experience-sharing session about disability etiquette, its elements, reasonable expectations, and why it is important. N--completed in next fiscal year
- d. (HIRING) Identify at least 2 businesses and agencies with whom LIFE can partner to encourage the development of resources to assist PwD and promote efforts to hire PwD C
- e. (ADVERTISING HIRING) Identify a minimum of 3 businesses who employ individuals with disabilities and promote their experiences to prospective job applicants and employers. N19--focus on employment during Covid was about safety and unemployment benefits
- f. (ADA COORDINATORS) Identify the current level of training of all ADA coordinators and their federal and state mandates N--requests for information not answered

- g. (EDUCATION) Seek out opportunities to present at a minimum of 2 Post-Secondary Educational organizations about LIFE's services C
- h. (STAFF NURSING HOME TRANSITION TRAINING) Provide at least 2 staff trainings about ways to assist individuals in their stated goal of transitioning out of an institutional setting into the community C

B. Training--To provide opportunities for individuals with disabilities, governmental and non-governmental organizations, and other area residents to receive training that supports independent living in the community.

- a. (PEER SUPPORT/IL SKILLS) Conduct at least 6 peer support or IL Skills meetings each year C
- b. (ADA) Provide at least 1 training on ADA Title I (Employment) N
- c. (ASL) Meet with at least 2 people involved with ASL interpreting to identify current capacity and how to address shortfalls. N--New Agency filled need, and virtual meetings broadened number of available interpreters
- d. (LEAL) Conduct at least 2 meetings (in person or telephonically) with local attorneys to identify community experts and begin to assemble resources to assist in growing capacity. C
- e. (RECREATIONAL) Promote inclusive community recreational opportunities and collaborate with at least one other individual/entity on developing a recreational opportunity/program. C
- f. (CONSUMER TRAINING--ADVOCATING WITH PUBLIC OFFICIALS FOR PUBLIC ACCESS) Provide at least 1 training to consumers to advocate to public officials and agencies on access to beaches and public areas (Titles II and III). N19--social distancing was focus
- g. (ASL CONSUMER TRAINING--PUBLIC OFFICIALS) Partner with other organizations and/or host at least 1 training for PwD about how to advocate on right to obtain ASL interpreter services. N--See New Agency comment
- h. (ASL IN COURTS/LLEGAL) Work with at least 2 other individuals/organizations to identify requirements of ASL interpreters in the court setting, how these requests are made, and how to ensure compliance (including providing this information to court administrators where needed). N

C. Sharing--To facilitate the sharing of information regarding resources, upcoming events, and consumer successes with residents of our service area

- a. (ADA OPEN HOUSE--EMPLOYMENT) Conduct a symposium (ADA celebration) for employers/government to exemplify the benefits for hiring PWD. N19
- b. (PEER SUPPORT MEETINGS) Conduct at least 4 social meetings where PwD can share their experiences. C
- c. (CALENDAR) Every month, gather a calendar of events in the community that are offered for or otherwise impact PwD, and publish it on the website. N
- d. (VISITABLE BUSINESSES) Identify/promote a minimum of 3 businesses that make additional efforts to be accessible/inclusive of PwD. C
- e. (PHILLIPS/WINTERS AWARD RECOGNITION) Identify the goals of the award (who want to recognize) and set out the qualifications/nominating procedures/timing of award/etc. N19--cancelled events
- f. (WEBSITE--704 NUMBERS) Publish on website the 704 Report numbers demonstrating consumers served/services provided/community engagement/etc. C
- g. (WEBSITE--NON-CHATHAM COUNTIES & EXPANSION COUNTIES) Publish information on LIFE's website/social media platforms about services offered for PwD in counties outside of Chatham and include any related activities on the monthly community calendar LIFE publishes. C
- h. (WEBSITE--EMPLOYMENT) Advertise in LIFE electronic media (website/Facebook/LIFE newsletter) at least 3 jobs that promote/enhance independent living opportunities for PwD . N
- i. (ELECTIONS) Identify potential barriers to PwD being able to participate fully in the election process, work with at least 3 organizations/entities to address these barriers. PC

Goal 3: To offer individual and community-based services and programs to enhance independent living.

- A. Individual Services--To efficiently and effectively deliver LIFE services to individual consumers to promote independent living and empower consumers to meet their own needs.
- a. (S4L) Offer Student for LIFE classes to service area consumers in a variety of forums C
 - b. (S4L) Meet with agencies and other nongovernmental organizations (NGO) with whom we can collaborate on curriculum and delivery models for S4L program C
 - c. (IL SKILLS) Offer at a minimum 6 independent living skills through classes (using outside speakers and staff members) in a variety of forums C
 - d. (PORTABLE RAMPS) Maintain deployment, recovery, and storage of at least 2 portable ramps C
 - e. (PORTABLE RAMP PURCHASE) Investigate need for/purchase of/deployment of additional portable ramps C
 - f. (PORTABLE RAMP ADVERTISING) Promote on LIFE electronic media the availability of portable ramps C--advertised home mod program which included portable/modular ramps
 - g. (ALTERNATIVE FORMATS) Promote use of alternative formats on LIFE electronic media, offer to provide as fee-for-service with community partners where cost-effective and for free for LIFE consumers C
 - h. (RECREATIONAL) Partner with other community organizations to offer at least one recreational opportunity for PwD in our service area (including development of funding relationships, identification of host facilities, promotion of currently available opportunities, etc.) C

B. Community Based Services (networking; partnerships; 3rd Party directed)--To deliver community-based services to consumers in our service area.

- a. (ASL) Support development of one agency that will coordinate interpretative services and meet with other potential community partners to discuss service delivery models for interpretative services. C
- b. (IL Skills) Offer at least 6 IL skills classes, at least one in the community and one in our expanded service area C
- c. (VOLUNTEER) Identify and reach out to at least one volunteer group that provides services for PwD in Savannah, Statesboro, Brunswick, and Hinesville, looking out for IL focus, home modification groups and recreational offerings C
- d. (ALTERNATIVE FORMATS) Identify resources/partnerships to make alternative formats available C
- e. (PROFESSIONALS SERVING PWD) Identify other professions who make the community more accessible and partner/advertise (i.e. painters for accessible parking, contractors for home modifications) N
- f. (ADA BUILDING COMPLIANCE) Identify resources/partnerships to examine newly constructed public facilities N
- g. (TRANSPORTATION) Collaborate with other community organizations seeking an established organization to operate an accessible transportation program C
- h. (PROFESSIONALS/LAWYERS) Develop a database of professionals who will resolve an agencies' lack of compliance with federal and state laws (interpreters, architects, lawyers, construction; this will identify the gaps of professionals available in area) C
- i. (SYSTEMS COMPLIANCE) Begin to work on plan for how to address identified agency issues. N

C. Programs--To develop/maintain/strengthen programs designed to deliver community-based services to consumers throughout LIFE's expanded service area.

- a. (DISABILITY ETIQUETTE) Reach out to at least one agency/organization in the community that includes state and local government, non-profit organizations, educational institutions, and for-profit business to offer disability etiquette classes C
- b. (AT/DME) Provide at least 5 pieces of DME at a discounted rate to consumers
- c. (ALTERNATIVE FORMATS) Offer to provide to at least 2 C companies/organizations/agencies transcription into alternative formats C
- d. (ACCESSIBILITY SURVEYS) Provide accessibility surveys as requested C
- e. (HOME MOD FUNDING) Apply for grants to increase funding for Home Modification Program (HMP) C

- f. (HOME MOD PROGRAM) Seek additional contractors, identify volunteer groups, and brainstorm other ways (materials donations, etc.) to reduce costs of home modifications C
- g. (HOME MOD PROGRAM) Present to at least one government, agency, or organization opportunities for the home mod program in Chatham or Bryan C
- h. (HOME MOD PROGRAM) Identify 4 new contractors in our service area C
- i. (HOME MOD PROGRAM) Promote the availability of non-mobility home modifications (i.e. not ramps and grab bars) through IL Coordinator outreach, Home Modification Coordinator interviews and LIFE messaging to community partners C
- j. (HOME MOD VOLUNTEERS) Identify any existing Community Home Modification Program being operated in any other community C
- k. (HOME MOD VOLUNTEERS) Identify and reach out to business organizations/chamber of commerce and develop a committee who will be in charge of meeting with organizations in Savannah, Statesboro, Brunswick, and Hinesville to discuss creating CHMP N
- l. (S4L) Develop and expand the Students for LIFE program by presenting current results to at least 3 new potential partners throughout LIFE's service area C
- m. (ALTERNATIVE FORMATS) Create a list of media/ideas/opportunities for alternative formats along with proposed fee for service (Ex. Job applications, menus, Government meetings, Access to health care, Restaurants (menu), law enforcement guide, socials) N19
- n. (AT FUNDING) Identify and apply for at least one grant to fund AT offerings C
- o. (AT STAFF TRAINING) Conduct staff trainings annually on available AT and which individuals could benefit from its use C
- p. (BOARD MENTAL HEALTH) Identify and invite to apply for Board membership at least one individual involved in Mental Health supports N
- q. (MENTAL HEALTH) Identify and partner with at least one existing community organization that provides services for people with mental health related disabilities C
- r. (HOMELESSNESS) Identify at least 2 community organizations that address issues surrounding PwD and homelessness and begin to explore how to collaborate to support individuals who are a part of this population C

Item 6.1.2 - Challenges

Describe any substantial challenges or problems encountered by the CIL, and the resolutions/attempted resolutions.

Covid-19's impact was especially profound in Chatham County, and in the interest of safety, LIFE asked staff members to work remotely and keep in contact with their consumers virtually or telephonically. In the Zoom platform, LIFE found a way to keep in contact internally through thrice-weekly staff meetings, one of them an IL Coordinator meeting without the ED present to provide each other peer support and brainstorm ideas. The Zoom platform also engaged consumers more effectively than in-person IL Skills and Peer Support sessions had by eliminating the barrier to attendance that transportation issues previously presented. LIFE also migrated to a new operating system, Windows 365, a cloud-based platform that allowed easier access to documents by everyone working remotely.

This year featured numerous challenges at the Board level. LIFE lost long-time Board member, former Board Treasurer, former SILC Board member and center piece of services supporting PwD in SE Georgia, Steve Oldaker, in May when he passed away after a long hospitalization. The Board president for the majority of FY20 rotated out of that role at the end of his term in May and began to disengage over the final months due to personal matters that had arisen, and a then Treasurer and

former Board president rolled off in May at the end of his term due to the birth of his second child. The loss of such significant amounts of experience proved challenging, but the Board reshuffled its leadership roles, bringing newer Board members into the roles of President and Treasurer and actively sought out new Board members, adding one new Board member from Liberty County and one who could represent the Deaf/HoH community. LIFE's Board also approached 2 more individuals, one with the schools who joined the Board in November, and one with Chatham County Board of Registrars who delayed his application until after the Georgia election runoffs. The Board secretary remained in her role, allowing for continuity, while the new leadership injected new approaches and ideas into the strategic planning process.

Former Executive Director of LIFE and then Development Director left LIFE at the end of July after 24 years to become ED of Faith Equestrian. LIFE created a new position, Associate Director, and a new role, Program Director, to allow tasks previously handled by the Development Director to be spread more effectively across other rolls while also allowing areas of potential weakness to be more effectively addressed.

One of LIFE's staff members who worked out of the state-funded Jesup satellite office died of Covid-19 on August 4th. LIFE conducted peer-run grief counseling sessions, provided information and videos about dealing with loss, and encouraged staff members to take time off to process and to continue to talk with and support one another.

Ahmaud Arbery was killed in Glynn County just 10 miles away from LIFE ED's house, and it became a national story in April. In response, LIFE explored racial issues and Intersectionality both internally during staff meetings and through Zoom trainings/peer support groups with PwD in the community, trying to promote dialogue in a tense environment and explore community change efforts, beginning with the creation of a safe space to share personal experiences.

Item 6.1.3 - Comparison with Prior Reporting Period

As appropriate, compare the CIL's activities in the reporting period with its activities in prior periods, e.g., recent trends.

LIFE staff worked remotely for the majority of FY20, as Covid-19 precautions led to the physical office remaining closed beginning mid-March and running through the end of the fiscal year. This impacted LIFE service numbers, as many area PwD sheltered in place and tried to avoid exposure, though the Zoom platform has led to new opportunities to connect and bring in diverse speakers and CARES Act funding will provide additional support as funding for daily living needs arising out of Covid that are going unmet. The inability to connect in-person proved especially challenging for consumers trying to maintain efforts towards achievements of goals.

6.2 - Work Plan for the Period Following the Reporting Period

Item 6.2.1 - Annual Work Plan

List the CIL's annual work plan goals, objectives and action steps planned for the period following the reporting period.

GOAL 1: To advocate for equal access to services, programs, activities, resources and facilities.

A: Transportation--To identify consumers' unmet need with respect to transportation services in our service area and during crisis (ex. hurricane evacuation) and work to develop resources to address said need.

I. (LIST OF PROVIDERS) Create a list of agencies and list of service providers including individual and mass transit options.

II. (CHATHAM COUNTY) Explore and identify at least one affordable accessible transportation alternative in Chatham County.

a. Identify at least 1 resource/grant available to fund an alternative in Chatham County

III. (COVID-19) Identify and capture Covid-19 usage protocols for transportation options.

IV. (SURVEY) Conduct a survey with at least 5 PwD about their experiences using transportation during Covid-19 to better inform authorities as to successes and shortfalls.

B: Services--To identify barriers to access of services for our consumers and others with disabilities in our service area and work to remove or determine ways to circumvent these barriers.

I. (MENTAL HEALTH) Attend, at minimum 5 community meetings discussing supports for individuals with mental health related disabilities to ensure the safe and effective access to services, including virtual services.

II. (ADA) Educate at least 2 local businesses about applicable ADA requirements around access and/or employment.

III. (HOME MOD CONTRACTORS) Identify of at least 2 additional qualified contractors in FY21.

IV. (ASL) Identify at least one source of qualified ASL interpreters able to address community need.

V. (BOARD) We will seek out a diverse group of Board members in sufficient numbers and who reside throughout our 20 county service area to ensure our consumers are adequately represented and that our resources are allocated appropriately in accordance with this Strategic Plan by inviting at least 2 new members in FY21.

VI. (S4L) We will deploy the S4L program in at least 3 new settings in FY21 to support individuals with IEP's and 704 plans.

C: Resources--To identify existing community resources that support consumers and others with disabilities in our service area and promote access to these resources.

I. (PUBLIC SECTOR) We will increase funding for our activities and programs by participating in at minimum 5 meetings with GVRA that discuss funding.

II. (COMMUNITY PARTNERS)(COVID-19) Identify at least 5 funding opportunities (including at least 2 total in nine new expansion counties) and consult with them about community need and funding opportunities to meet identified need, including Covid-related need/funds.

III. (CHATHAM ADA) Advocate for area representative replacement for outgoing Chatham County ADA coordinator with at minimum two elected officials.

IV. (FEE FOR SERVICE) Contact at minimum 4 people, including at least 2 individuals with GVRA, to discuss fee for service opportunities (ex. Disability 4-1-1, Pre-ETS)

a. Staff outreach to GVRA

V. (FUNDRAISING EVENTS) Conduct at least one fundraising efforts each fiscal year, which could include pledge drive, virtual event, or in person event.

D: Legislative--To advance community change by facilitating access by consumers to the legislative and voting process

I. (LIST OF REPRESENTATIVES) Identify all state and federal legislative representatives in the service area, update annually, and post on social media.

II. (VIRTUAL OPEN HOUSE) Explore virtual annual open house for policymakers and have a SILC representative present if possible.

III. (VOTING) Promote access to voting venues by surveying at minimum 3 polling locations and providing feedback.

IV. (VOTING) Host at least 1 training to educate consumers on voter rights and how to report barriers.

V. (VOTING) Provide at minimum 5 flyers on voting rights/process through LIFE social media.

E: Legal--To enhance community capacity through efforts to enforce existing rights of PwD and promote access to legal resources for individuals living with disabilities in our service area.

I. (LIST OF ADA ATTYS) Identify at minimum 2 attorneys and any agencies responsible for enforcement of legal rights of PwD and circulate list internally to IL Coordinators.

II. (ADA COORDINATOR) Speak with at minimum 2 elected officials to advocate for retention/hiring of ADA Coordinators.

Goal 2: To promote personal, organizational, and community growth through educating, training, and sharing personal experiences.

A. Educating--To educate consumers, staff, and the greater community about the rights of individuals with disabilities.

I. (FAQ SHEETS) Identify at minimum 1 existing FAQ (frequently asked questions) sheet for consumers and businesses and circulate them among LIFE Staff to help them guide consumers and community businesses/organizations about the common issues including legal obligations and incentives in the categories below:

a. Fair Housing, Reasonable Accommodation, and Reasonable Modification

i. Targeting homebuilders, housing authorities, government approving designs, landlords and landlord associations

b. Nursing home transition rights

i. Targeting Nursing homes

ii. Targeting Nursing home staff

iii. Will include list of available resources

c. SSI/SSDI

d. Employment

i. Will include information about tax credits for businesses

ii. Will include information about EEOC

iii. Will include information about reasonable accommodation/modification

iv. Will include information about responsibilities under law (ie when is ASL triggered for employer)

v. Will promote employment opportunities centered around ADA compliance (ASL, engineers, architects)

e. Public education rights

i. Will include information about IEP/FAPE

ii. Will include information about 504

iii. Targeting Department of Specialized Instruction, PTAs (procedural process to pursue educational rights)

f. Rights of students in post-secondary education

i. Targeting disability coordinators (Strayer; St. Leo, etc)

g. Use FAQ sheets and community partnerships to create at minimum 3 plain-language "How To" videos and post on LIFE YouTube channel and on website

II. (UNIVERSAL DESIGN) We will educate 1 community partner about the need for accessibility/universal design in affordable housing offerings.

III. (DISABILITY ETIQUETTE) We will educate at minimum 5 local agencies/organizations about disability etiquette

IV. (DISABILITY ETIQUETTE) We will host at minimum 3 trainings to educate consumers/community about disability etiquette

V. (EMPLOYMENT) We will identify at minimum 3 businesses who employ individuals with disabilities and promote their experiences to prospective job applicants and employers.

VI. (EDUCATIONAL INSTITUTIONS) We will make at least 2 Post-Secondary Educational organizations aware of LIFE's services (Chasidy).

VII. (NURSING HOME) We will provide at least 3 staff training sessions to educate LIFE staff about assisting individuals desirous of transitioning out of an institutional setting into the community.

B. Training--To provide opportunities for individuals with disabilities, governmental and non-governmental organizations, and other area residents to receive training that supports independent living in the community.

I. (PEER SUPPORT/IL SKILLS) We will provide consumers, including rural consumers, at least 5 opportunities to meet with other PwD to allow for the exchange of ideas and opportunities for empathetic support in a group setting, including skill-building opportunities with outside speakers, including virtual opportunities (Shannon).

II. (ADA IL SKILLS) We will provide at least 1 training opportunity on the ADA employment rights, including discrimination, tax credits for hiring, etc.

III. (RECREATION) We will support growth of recreational opportunities for PwD by at least 1 identifying partnership opportunity and offering our expertise and other supports (manpower, letters of support, planning input, committee membership, etc.) when possible.

IV. (ASL ADVOCACY) We will provide 1 training to consumers to advocate to public officials on employment of sign language interpretative services.

C. Sharing--To facilitate the sharing of information regarding resources, upcoming events, and consumer successes with residents of our service area

I. (PEER SUPPORT) We will conduct 6 social gatherings of cross disability groups each FY.

II. (VISITABLE BIZ) We will identify 6 businesses that are visitable (LIFE happens here motto) and promote on website and other venues.

III. (CONSUMER SUCCESS) We will publish 1 success story per 'Meaning of LIFE' quarterly Newsletter.

IV. (WEBSITE INFORMATION) We will annually publish LIFE's year end service numbers for all service areas, including a breakout of services for the expansion counties, on our website to make consumers and community partners more aware of the services provided by LIFE in the prior year to encourage others to seek LIFE's available supports when needed. We will seek to feature information about services offered in counties outside Chatham, with a special emphasis on opportunities in the nine new expansion counties.

Goal 3: To offer individual and community-based services and programs to enhance independent living.

A. Individual Services--To efficiently and effectively deliver LIFE services to individual consumers to promote independent living and empower consumers to meet their own needs.

I. (S4L) We will offer two phases, sixteen sessions total, of Students for LIFE classes to service area consumers in a variety of forums and hybrid service methods

II. (PORTABLE RAMP) We will operate a portable ramp program, including at least 1 temporary ramp deployment per year, and research development/deployment of an adopt-a-ramp program.

III. (ALTERNATIVE FORMATS) We will offer and promote alternative formats to at minimum 3 other organizations

IV. (COVID-19) We will offer consumers Covid-19 Support Services to assist them with needs arising out of Covid-19 or to prevent further detrimental impact of Covid-19.

B. Community Based Services (networking; partnerships; 3rd Party directed)--To deliver community-based services to consumers in our service area.

I. (COMMUNITY SURVEY) We will annually review organizational and community resources and needs to identify holes in services.

II. (ACCESSIBLE TRANSPORTATION) We will identify other and contact community organizations seeking to operate or collaborate in the operation of an accessible transportation program in all LIFE Service Counties.

III. (ENFORCEMENT AGENCIES/PROFESSIONALS) We will seek to identify professionals, on a local and/or statewide level, who are qualified to address an agencies' lack of compliance with federal and state laws (interpreters, architects, construction; this will identify the gaps of professionals available in area) in order to create a database of said professionals with the goal to ultimately resolve compliance deficiency in LIFE's service counties.

C. Programs--To develop/maintain/strengthen programs designed to deliver community-based services to consumers throughout LIFE's expanded service area.

I. (DISABILITY ETIQUETTE) We will offer disability etiquette classes.

a. Government officials/agencies (refer to ADA coordinator)

b. Nonprofits (DV/Safe Shelter)

c. Businesses (fee generating)

d. Educational institutions

e. Consumers/PwD

f. Community at Large

II. (DME) We will maintain a program that offers durable medical equipment to LIFE consumers.

III. (ALTERNATIVE FORMATS) We will maintain a program that provides companies the ability to offer alternative formats to their customers/consumers.

IV. (ACCESSIBILITY AUDIT) We will conduct accessibility audits as requested by consumers- (incentive, enforcing ADA laws)

V. (HOME MOD GROWTH) We will annually improve the Home Modification Program to grow program capacity.

VI. (S4L) We will support area students with disabilities in their transition out of secondary schools by offering our Students for LIFE program in service area schools and making LIFE's 5 Core Services available to those who become consumers

VII. (ELECTRONIC ACCESS) We will develop programs that promote electronic access to information and materials for PwD

VIII. (MENTAL HEALTH) We will identify/partner with existing community organizations that providing services for people with mental health related disabilities.

IX. (HOMELESSNESS) We will identify partnerships and collaborate with other groups to address issues surrounding PwD and homelessness.

X. (COVID-19) We will build and deploy a Covid-19 Support Services Program to meet consumer need arising out of Covid-19 and/or to protect consumers from adverse outcomes that would otherwise arise out of Covid-19.

Item 6.2.2 - SPIL Consistency

Explain how these work plan goals, objectives and action steps are consistent with the approved SPIL.

LIFE's ED, alongside the other GA CIL ED's participated in the drafting of the SPIL, with LIFE's ED specifically offering language for the Preparation for Emergency Situations and Transportation sections. The SPIL Goals focused on 1) Preparation for Emergency Situations; 2) Adequate Access to Transportation; 3) Resources and Choices in Housing; 4) Ensuring PwD are valued by the community. LIFE's work plan addresses them as follows: 1)-- G3, A, IV & X addresses SPIL 1.2-1.4 pertaining to issues arising out of Covid; 2)--G1, A, III & IV addresses SPIL 2.1 exchange of information around transportation services; 3)--G1, B, III (Contractors) aligns with SPIL 3.1 new contractors; G2, A, I (FAQ) & II (Universal Design) aligns with SPIL 3.2 & 3.3 housing advocacy; G3, C, IX. aligns with SPIL 3.2 about homelessness; 4)--G2, A, I (FAQ) & V. (promote 3 biz who employed PwD) and G2, B., II (Employment Rights) aligns with SPIL 4.1 and 4.2.

SECTION 7 - ADDITIONAL INFORMATION

Item 7.1 - Other Accomplishments, Activities and Challenges

Describe any additional significant accomplishments, activities and/or challenges not included elsewhere in the report, e.g., brief summaries of innovative practices, improved service delivery to consumers, etc.

LIFE held six Board of Directors meetings and the Annual membership meeting. LIFE's ED participated in the quarterly Georgia Independent Living Network meetings and in the drafting of the SPIL that covers the next 3 years. LIFE Staff updated county resource guides to include food assistance and Covid-specific support resources and re-drafted their job descriptions to incorporate new responsibilities/protocols arising out of Covid and remote working. S4L team lead innovated the Students for LIFE program by offering it virtually, allowing it to be integrated into other organizational/scholastic partners as they moved to virtual or virtual/in-person hybrid delivery.

SECTION 8 - TRAINING AND TECHNICAL ASSISTANCE

Item 8.1 - Training And Technical Assistance Needs

Training And Technical Assistance Needs	Choose up to 10 Priority Needs --- Rate items 1-10 with 1 being most important
Advocacy/Leadership Development	
Community/Grassroots Organizing	4
Individual Empowerment	5
Applicable Laws	
Americans with Disabilities Act	9
Fair Housing Act	2
Data Collecting and Reporting	
Performance Measures contained in PPR/704 Report	10
Evaluation	
Community Needs Assessment	3
Financial: Grant Management	
Budgeting	8
Financial: Resource Development	
Fee-for-Service Approaches	1
Grant Writing	7
Networking Strategies	
Community Partners	6

Item 8.2 - Additional Information

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

LIFE, having observed death in the community and later losing a staff member to Covid-19, remained vigilant about safety and integrated numerous innovative solutions to service delivery, including meeting consumers masked up and outside in the community. LIFE created an internal committee, the Administrative Triumvirate, made up of the ED, the Associate Director, and the Programmatic Director, to provide opportunity for diverse viewpoints to be brought to bear on decisions like hiring, implementation of trainings and the drafting/execution of the Work Plan, with ED retaining responsibility for such decisions but gaining a sounding board and the counsel of trusted advisors. LIFE addressed the changes facing the community through the alterations to Administrative and Personnel Policy to protect the safety of LIFE Staff. Additionally, a CARES Act Committee assisted with identifying needs and prioritizing expenditures, all of which were integrated into Covid-19 Support Service P&P and accompanying screening documents which will be rolled out in earnest in 2021, as unmet need begins to show more frequently in LIFE's service area. LIFE intends to couple Covid-19 Support Services with

CIL planning services to achieve long-term stability/efficacy of its offerings.

SECTION 9 - SIGNATURES

Please sign and print the names, titles and telephone numbers of the CIL director and board chair.

Neil C. Ligon

NAME AND TITLE OF CENTER DIRECTOR

PHONE NUMBER

Neil C. Ligon - Signed Digitally

SIGNATURE OF CENTER DIRECTOR

10/06/2021

DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON

PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON

DATE