Reporting Instrument

OMB Approval No.: 0985-0061
Expiration Date: February 28, 2025

CIL Program Project Performance Report

Fiscal Year: 2024
Grant #: 2404IAILCL
Name of Center: Central Iowa Center for Independent Living
Acronym for Center (if applicable): CICIL
State: IA
Counties Served: Boone (IA), Cherokee (IA), Dallas (IA), Hardin (IA), Jasper (IA), Johnson (IA), Linn (IA), Madison (IA), Marion (IA), Plymouth (IA), Pocahontas (IA), Polk (IA), Story (IA), Wapello (IA), Warren (IA), Woodbury (IA)

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	$41,801.00
Title VII, Ch. 1, Part C	$264,167.00
Title VII, Ch. 2	$0
Other Federal Funds	$10,207.17
Subtotal - All Federal Funds	$316,175.17

Item 1.1.2 - Other Government Funds

State Government Funds	$28,558.00
Local Government Funds	$0
Subtotal - State and Local Government Funds	$28,558.00

Item 1.1.3 - Private Resources

Foundations, Corporations, or Trust Grants	$9,576.28
Donations from Individuals	$5,490.00
Membership Fees	$3,099.00
Investment Income/Endowment	$0
Fees for Service (program income, etc.)	$53,850.87
Other resources (in-kind, fundraising, etc.)	$1,616.42
Subtotal - Private Resources	$73,632.57

Item 1.1.4 - Total Income

Total income = (Item 1.1.1)+(Item 1.1.2)+(Item 1.1.3)	$418,365.74

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

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	$418,365.74

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.

CICIL has contracts with Iowa Vocational Rehabilitation (IVRS) and Iowa Department for the Blind to provide Supported Employment services. We also had a subcontract with VODEC to provide Medicaid funded employment services. However, this contract ended in April of 2025. We participated in a DIF Grant through IVRS to provide Customized Discovery. This was not as income generating as it was suggested to be. CICIL had also been partnering with IDEMIA to provide TSA PreCheck/Hazmat/TWIC services. This contract ended in July after attempts to negotiate a better rate failed. CICIL has suggested a $20 monthly membership fee for Connection Center participants. We rent out our space to an organization a few times a month and brough in a small fee for that. We continued to attempt to sell t-shirts, utilize social media for fundraising, and had discussions about a "signature event." We partnered with Nancy's Place to have a community resource table at an accessible wrestling event a few times. Tickets that were sold with CICIL's code contributed a small amount back to CICIL. We also did our first "Dine to Donate" event with P.F. Chang's.

SECTION 2 - COMPLIANCE INDICATOR 1: PHILOSOPHY

Item 2.1 - Board Member Composition

OILP-ACL Review Tool: Are there at least 51% total board members with significant disabilities?
Enter requested governing board information in the table below:

Total Number of Board Members	Number of Board Members with Significant Disabilities
5	4

Percentage of Board Members with Significant Disabilities	80.00%

Item 2.2 - Staff Composition

OILP-ACL Review Tool: Are at least 51% of total staff individuals with disabilities? Yes
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	2.0	2.0	0.0
Other Staff	4.8	4.8	0.3
Total Number of Employees	6.8	6.8	0.3

Item 2.2.1 - Staff With Disabilities

Percentage of Staff Members with Significant Disabilities	100.00%

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	231
(2) Enter the number of CSRs started since the start of the reporting period	56
(3) Add lines (1) and (2) to get the ***total number of consumers served***	287

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	28
(2) Number of consumers with whom an ILP was developed	259
(3) ***Total number of consumers*** served during the reporting period	287

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	5
(2) Withdrawn	14
(3) Died	0
(4) Completed all goals set	1
(5) Other	50
(6) Add lines (1)+(2)+(3)+(4)+(5) to get ***total CSRs closed***	70

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	6
(3) Ages 20 - 24	48
(4) Ages 25 - 59	201
(5) Age 60 and Older	32
(6) Age unavailable	0
Total number of consumers by age	287

Item 3.5 - Sex

Indicate the number of consumers in each category below.

	# of Consumers
(1) Number of Females served	128
(2) Number of Males served	155
Total number of consumers by sex	283

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	0
(2) Asian	5
(3) Black or African American	28
(4) Native Hawaiian or Other Pacific Islander	3
(5) White	222
(6) Hispanic/Latino of any race or Hispanic/ Latino only	13
(7) Two or more races	3
(8) Race and ethnicity unknown	13
Total number of consumers served by race/ethnicity	287

Item 3.7 - Disability

Indicate the number of consumers in each category below.

	# of Consumers
(1) Cognitive	50
(2) Mental/Emotional	144
(3) Physical	12

	# of Consumers
(4) Hearing	1
(5) Vision	6
(6) Multiple Disabilities	69
(7) Other	5
Total number of consumers served by disability	287

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
Boone, IA	1
Dallas, IA	8
Jasper, IA	2
Polk, IA	250
Story, IA	4
Warren, IA	22
Total number of consumers served by county	287

SECTION 4 - INDIVIDUAL SERVICES AND ACHIEVEMENTS

Item 4.1 - Individual Services

OILP-ACL Review Tool: Does the CIL provide evidence of the following services?
Information and referral:
Independent living skills training:
Peer counseling:
Advocacy - individual and systems:
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	18	18
Assistive Technology	1	1
Children's Services	0	0
Communication Services	10	10
Counseling and related services	1	1
Family Services	0	0
Housing, Home Modification, and Shelter Services	1	1
IL Skills Training and Life Skills Training	43	43
Information and Referral Services	787	787
Mental Restoration Services	0	0
Mobility training	0	0
Peer Counseling Services	102	102
Personal Assistance Services	2	2
Physical Restoration Services	0	0
Preventive Services	0	0
Prostheses, Orthotics, and other appliances	0	0
Recreational Services	23	23
Rehabilitation Technology Services	0	0
Therapeutic Treatment	0	0
Transportation Services	21	21
Youth/Transition Services	3	3
Vocational Services	12	12
Other	2	2

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 ___ / did not **X** 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.

CICIL is diligent in ensuring that, upon request, all written materials are made available in the format appropriate to the individual's needs. CICIL staff ask at intake what each participant's preferred method of communication is. This could include email, phone calls, texting, etc. If other accommodations need to be made to ensure individuals are able to access core services, CICIL will provide them. For presentations and events, CART and ASL interpretation are provided. CICIL has "Recite Me" on our website, giving it a variety of accessibility options for individuals. For virtual video meetings, captions are turned on for accessibility.

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.

CICIL staff has participated in peer support training to better provide service in the peer-run Connection Center. In the Connection Center, a variety of groups have been run that cocus on relationships and boundaries. CICIL has a peer ambassador program and has had peers participate in community activities. CICIL utilizes partnerships wiht other agencies to train and promote peer role models. Staff have participated in webinars through NAMI to increase their knowledge and provide better support.

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	14	3	9
Communication	7	1	6
Mobility/Transportation	4	2	2
Community-Based Living	10	0	7
Educational	4	1	2
Vocational	88	10	75

Significant Life Area	Goals Set	Goals Achieved	In Progress
Self-Care	9	0	8
Information Access/Technology	2	0	2
Personal Resource Management	3	0	3
Relocation from a Nursing Home or Institution to Community-Based Living	1	1	0
Community/Social Participation	58	11	40
Other	19	0	15

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	5	5	0
(B) Health Care Services	10	9	1
(C) Assistive Technology	5	5	0

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.

CICIL has partnered with Disability Rights Iowa to do some trainings on self-advocacy. One was called Popcorn and Possibilities and was a two part training. During the first portion participants learned how to tell their stories from a self-advocacy viewpoint. The second portion included a legislator, representative from a legislator's office, city council member, and staff from the City of Des Moines Civil Rights department coming to CICIL so the participants could practice their advocacy skills. We have peer groups that revolve around self-advocacy that have been well received by peer participants. Self-advocacy is also taught within the supported employment services that we provide. Topics can include

disclosure, accommodations, and how to ask for additional hours or schedule needs.

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.

While working on the report for this year it became apparent that staff was not documenting when clients have met their goals. This prompted us to revisit how we are structuring our goals and moving forward we hope to more accurately capture how many clients are meeting goals.

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.

Staff conducts an intake for every participant, verifying eligibility. We regularly participate in outreach activities and develop partnerships with other agencies to ensure we are serving a diverse population. Partnerships that were created this year include: The ARC of Iowa and Nancy's Place. Partnerships with the Q Exchange, Common Love, Disability Rights Iowa, Iowa Radio Reading and Information Services (IRIS), and VODEC continued. Conversations were had via email with the Hellen Keller Center about potential partnership opportunities, but due to funding, it was not able to happen this year.

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.

CICIL will provide any of our written policies and materials in alternative formats as requested. CICIL also has an accessibility feature on the website to ensure better accessibility for digital information.

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.

CICIL continues to work to accommodate all clients in ways that are best for them to receive services. "Recite Me" is renewed each year for the website and more information has been added to the website. This increases the amount and accessibility of information that can be accessed by individuals in any of our counties. We are located in the lower level of a mall, which is typically an accessible space. This allows those who can get to the Center, access to the office. If clients are unable to meet at the CICIL office, staff will meet clients in the community, their home, over Zoom, Microsoft Teams, Google Hangouts, or FaceTime.

(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.

CICIL staff advocate for equal access as the opportunities arises. CICIL ED and some of CICIL's board members sit on the Access Advisory Board for the City of Des Moines. This group reviews plans for different projects the city of Des Moines is doing. The board reviews the plans for accessibility and presents suggestions. CICIL staff also advocate for employment equality through the supported employment services provided, presentation, and participation on the APSE board. CICIL provides services to anyone with a disability who requests them, regardless of access to funding. CICIL staff ES has worked on advocacy regarding Medicaid, Medicare and 504 plans with the DD Council and independently interacting with the offices of Joni Ernst and Zach Nunn. ED gave a presentation about Disability Etiquette to a spa to encourage accessible practices within their business.

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.

Client feedback is captured regularly via a satisfaction survey as a component of SPIL obligations in our state. CICIL staff work closely with clients as they make progress on their goals. If they do not have active goals, staff check in with clients at least quarterly. Staff continue to work on ensuring that each client has a goal that is significant to them, and is not something their family or guardian has decided they should work on. The surveys are revied by the ED and the board on a yearly basis. Surveys are available to consumers throughout the year and if a survey is turned in outside of the usual collection period, it would be reviewed at the following board meeting. Feedback is discussed by the board and ED and then shared with staff so it can be implemented. Last year we began following up with participants who have not been in recently to gather feedback on why they were not accessing services through CICIL. This has continued this year and the information continues to be documented in their service record and discussed by the staff and board.

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.

CICIL uses a documentation database that ensures we capture all required information. Last year our DSE changed from Iowa Vocational Rehabilitation to Health and Human Services. Reports are turned in to HHS quarterly and feedback is given if necessary. We also spent time last year trying to clean up

our database to ensure records have all of the information required. This effort continued this year and our database is looking much better. Our intake form was changed to ensure we are gathering all of the required information, and specific staff were chosen to complete intakes to ensure consistency in the information gathered. We continue to work with staff on documentation to ensure we are capturing our services correctly.

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 Appropriate Health Care	Community Education & Public Information	2	Provided info to parents, guardians and advocates about Medicare rules etc.	Information was provided by community partner on Medicare and changes for 2025. Partner set up meetings with participants to help them select correct Medicare coverage.
General	Community and Systems Advocacy	1	To educate individuals on voting, voter rights, why it is important to vote, and how to handle issues that may arise when voting.	21 people attended the training and received the information from Disability Rights Iowa
General	Community Education & Public Information	2	To meet with Director Garcia at HHS as well as other HHS department directors and to educate them on what the CILs are doing. "A get to know you" meeting.	Staff met in person while other directors were on zoom. Staff gave updates on what CICIL was doing and services offered. Staff invited Director Garcia and others to tour CICIL.
General	Community Education & Public Information	1	To educate graduate level students on the history of independent living and the services CICIL and other CILs in Iowa provide. Also to inform students of practicum and internship opportunities at CICIL.	Students have reached out to CICIL for tours.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Increasing Accessibility to Transportation	Community Education & Public Information	2	To train individuals on how to navigate the local bus system to individuals access to work and healthcare.	Seven individuals were trained by DART Mobility Coordinator Catlin Curry about DART's public bus system as well as paratransit services. Participants then rode a dart bus from CICIL downtown to see the capitol and return to CICIL immediately after.
General	Community and Systems Advocacy	2	To advocate and educate legislators about independent living centers in Iowa.	Staff spoke with legislators about tours of CICIL and the Iowa Capital.
General	Collaborating and Networking	1	To educate Councilman Mandelbaum on the services CICIL provides and to ask for assistance with finding CICIL a new building.	Councilman learned about CICIL and services. He was not able to provide assistance with finding a building.
General	Community Education & Public Information	1	To educate DMACC students about the services that CICIL provides and a brief history of Independent Living.	Students learned about CICIL and services.
Increasing Access to Appropriate Health Care	Community and Systems Advocacy	2	Staff joined disabled advocates in marching from the capital building to the Hoover building where the Attorney General's office is. Advocates gathered in the lobby & spoke about what Section 504 has meant to them through storytelling.	Attorney General did not dignify our desire to communicate with an appearance and remained in her office throughout the entire demonstration. AG has stated to local news outlets that disability advocates who speak out are spreading misinformation.
Increasing Access to Appropriate Health Care	Community and Systems Advocacy	1	Staff joined other citizens In gathering to try to speak for protection against cutting Medicaid #, snap and Social Security. Organization progress Iowa invited Representative Zach Nunn.	Rep. Nunn did not appear. Citizens took turns voicing concerns. Staff took a turn with the microphone in introducing himself and sharing his employment with CICIL, And the importance of Medicaid for individuals with disabilities.
General	Community Education & Public Information	1	To inform DMACC students in a diversity class about Independent Living philosophy and services. Staff gave the students a tour as well.	Students received the information and asked follow up questions. Staff let the students know how they could become involved.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
General	Collaborating and Networking	2.5	CICIL staff networked with employees and service providers from various agencies and community. Learned various ways to support business leaders and community organizations.	Community Outreach and insights about challenges business and community leaders face and how to support them.
General	Collaborating and Networking	1.5	To meet with the Director of Aging and Disability for HHS and others from that office. To inform them about services CICIL is providing, to discuss the new DSE contract, and to identify challenges.	Staff gave updates on funding and services. There was discussion of how the state could collaborate with CILs.
General	Community Education & Public Information	2	To increase community awareness of the services and supports offered by CICIL, connections with PWD and their families, and establish partnerships with organizations through I&R, resources, and opportunities for collaboration.	The Independent Living Center provided information about available services and strengthened relationships with community partners.
General	Collaborating and Networking	1	To connect with businesses in attendance and to discuss collaboration and the potential to appear on the Give and Grow Podcast.	Staff was able to connect with the creator of the podcast and he will reach out in the future to schedule staff to be on the podcast. Staff also gave business cards to two people and had conversations with others.
General	Outreach Efforts	0.5	To network with local businesses & employers, build relationships, promote inclusive hiring practices, and educate about employment services offered by CICIL, with the goal of creating potential opportunities for job seekers with disabilities.	Staff successfully connected with multiple businesses, increasing awareness of CICIL's employment services and supports for individuals with disabilities.
Increasing Access to Appropriate Health Care	Community and Systems Advocacy	1	Learn about how budget cuts to Medicaid is and will affect persons with mental health and mental health services	learned and participate in discussions

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
Increasing Access to Appropriate Health Care	Community and Systems Advocacy	1	Speak with Rep. Nunn's staff concerning importance of Medicaid for individuals with disabilities	did so
General	Collaborating and Networking	3	Speak to members of the chamber and discuss services at CICIL and goals. Staff answered questions, handed out business cards and collected them as well. Staff will reach out to business to begin developing business relationships.	Increase business connections and visibility of CICIL in the community.
General	Outreach Efforts	1	To meet with the HR representative of Prairie Meadows Casino and Hotel to explore career opportunities there and gain a better understanding of available positions, qualifications, and potential career paths for clients.	The meeting helped strengthen the relationship between our organization and the casino, creating potential pathways for client employment and collaboration moving forward.
General	Community and Systems Advocacy	1	To learn about federal budget cuts and next steps for agencies to advocate.	Letters will be sent or delivered to state representative regarding Medicaid and all HHS budget cuts. Collaboration between agencies will continue.
General	Community Education & Public Information	1	To have a vendor table with information about CICIL during the event that was targeted at individuals with disabilities.	Staff had a table with information about CICIL at the Urbandale Library during their Sensory Storytime. Staff talked with a librarian about having a voter registration table and talked to another agency with a vendor table about a joint event.
General	Collaborating and Networking	1.5	To inform attendees about CICIL and services and to learn about storytelling	Staff listened to presentation about storytelling and introduced attendees to CICIL. Planning for non-profit event in Sept.
Increasing Access to Appropriate Health Care	Community and Systems Advocacy	1	To discuss the impact of the Medicaid cuts being proposed, with Senator Joni Ernst's staffer.	Representatives from health and disability agencies met via Teams to voice concerns with the proposed bill to the staffer.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
General	Outreach Efforts	3	To educate the public on CICIL services. The event was also a fundraising opportunity	Staff handed out fliers, event calendars, and swag to people who came by the CICIL table. Staff also connected with some of the other agencies with tables.
Increasing Access to Appropriate Health Care	Community and Systems Advocacy	1	Participate in a rally for preserving Benefits for individuals with low income, individuals that are elderly, and individuals with disabilities.	Participated in and observed rally
General	Community Education & Public Information	0	To learn about issues facing aging Iowans and to meet with providers and vendors to discover services and assistive technologies. To educate people about the services CICIL provides and look for collaboration opportunities	Staff attended conference sessions, spoke with vendors/providers, and gave out business cards
General	Community Education & Public Information	1.5	To tell attendees about the services that CICIL offers.	Staff spoke to attendees, library staff, and other vendors. Staff gave information about services, handed out brochures and swag.
General	Community and Systems Advocacy	1	To review projects the City of Des Moines is doing for accessibility and make recommendations as needed.	Staff participated in the meeting and learned about upcoming events CICIL could potentially table at.
General	Collaborating and Networking	0	To have participants engage with one another and build up upcoming CICIL fundraising activities.	CICIL upcoming activities and fundraisers were promoted and participants engaged with one another in a positive manner while building interpersonal skills and relationships.
General	Community Education & Public Information	4	To educate customers of P.F. Chang's on services CICIL provides and ask them to participate in Dine and Donate.	Staff engaged with and handed out informational fliers to customers who were dining in.
General	Community Education & Public Information	3	The outing was setting up a booth to help people check their voter registration, register to vote, provide upcoming election dates and deadlines, and answer any questions people had around voting.	We were able to register a couple people and provided information about upcoming local elections.

Issue Area	Activity Type	Hours Spent	Objective(s)	Outcomes(s)
General	Collaborating and Networking	0.5	To learn more about how CICIL could partner with Simpson College and their students.	Staff met with Kelsey Bolton- Director of Career Development and Jennifer Chittenden- Director of Workforce Partnerships to discuss how CICIL could partner for student internships, work opportunities, etc.

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.

CICIL staff continue to work to build connections and partnerships through presentations, job fairs, resource fairs, individual meetings, groups and activities in the Connection Center and through other community activities. CICIL staff and board members sit on a variety of boards, councils, taskforces, and are active in community groups. This includes Iowa SILC (Statewide Independent Living Council), APSE (Association of People Supporting Employment 1st), chambers of commerce, Access Advisory Board for the City of Des Moines, and Re-entry task force. Executive Director presented to students at Des Moines Area Community College (DMACC) and Drake University to educate students on some of the history of the Independent Living and services that CICIL provides. Staff also participated yearly in a panel discussion for medical students at Des Moines University. CICIL staff offer disability etiquette training to employers and other groups who are interested in supporting individuals with disabilities. CICIL had an information table at a local wrestling event and was able to interact with people who would not normally be reached. This year staff attended some community demonstrations and were more involved with the Hands off Medicaid events. An effort was also made to increase communication with legislators.

SECTION 6 - ANNUAL PROGRAM AND FINANCIAL PLANNING OBJECTIVES

6.1 - Work Plan for the Reporting Period

Item 6.1.1 - Achievements

OILP-ACL Review Tool: Does the work plan include goals and objectives and also describe the CIL's progress on each of those goals or objectives during the project period?
Discuss the work plan's proposed goals and objectives and the progress made in achieving them during the reporting period.

Goal 1: Increase services and participation in the counties we serve. Outcome: This continues to be an area we need to improve on. Our goal was to increase participation in our services and the counties we serve. The percentage of services provided in Boone and Jasper counties decreased. The percentage of services provided in Madison stayed the same at 0. Our numbers increased in Dallas, Story and Warren counties. The number of individuals served in Polk County also increased, although only by about 8%. We did have 11 new participants in our Connection Center, but our goal was to grow by 15. We did increase our online presence and engagement Our views for Facebook were at 140,164 with 3,936 interactions (an increase of 104%) and 179 follows which is up 92%. Our website had 3,064 unique visitors. Of those, 2,956 (92%) were new and 108 (4%) were returning.
Goal 2: Resource Development. Outcome: Our goal was to increase our unrestricted income and program revenue. Last year we had signed a subcontract with Vodec to provide employment services through Medicaid. This brought in income and we continued our TSA pre-check program. Our program income increased for supported employment services (not including Vodec). Unfortunately, our corporate and individual donations decreased this year.
Goal 3: Obtain and retain a strong base of human resources, including staff, board and volunteers. Outcome: We continue to work on organizing and maintaining files accurately. Our part-time admin assistant became a full-time employee. This has helped with our efforts. We continue to train staff and work to find systems that are easy for all to understand and use. We continue to work on increasing board membership and increasing the knowledge of our existing board. We had three new people apply for board positions. Only one of the applicants were onboarded. We had a board and staff retreat, but the focus was more on training staff than the board. Staff did participate in trainings during the year and at the board and staff retreat, they received the updated personnel policies and procedures.
Goal 4: Conduct system change advocacy. Outcome: Staff started leading an advocacy group a few times a month. Events were held to inform participants about ballots and voting. Staff held voter registration events at and registered 2 new voters. Most of the people who interacted with staff at the registration events, had staff check their registration to confirm it was still active. Staff attended rallys and town halls about Medicaid and protecting Section 504. CICIL rejoined NCIL to get updates on advocacy and shared posts from NCIL on Facebook. Staff presented about CICIL and the Independent Living movement to students in graduate programs and at community colleges. We did not have the opportunity to have staff present at any conferences, but hope to do so in the future.

Item 6.1.2 - Challenges

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

Increasing our outreach in the counties outside of Polk County where we are based, continues to be a challenge. While some of our services have expanded, other counties are still in need of services. One challenge with this is understanding what services are needed in these counties. Another challenge is the cost of paying staff mileage to spend time in these counties. ED plans to continue to find ways to evaluate the needs in these counties to figure out the best use of staff time and resources. It was also brought to the attention of the ED that not all staff are comfortable presenting about CICIL and our services. The ED and some board members will be working with staff to increase comfort with speaking about CICIL, which will hopefully increase the opportunities to present or table at events. With our resource development, we had started to look better with Vodec and our TSA pre-check program. Sadly, both programs ended this year. Vodec decided to discontinue employment services, and we decided the TSA pre-check program was not brining in sufficient income. We have been trying to find smaller fundraising opportunities that do not require a lot of staff time or cost upfront. We plan to continue finding small things, but hopefully can come up with a more substantial event in the future. Board development continues to be a challenge. ED has had discussions with the board about recruitment. While we had three applicants this last year, only one of those was onboarded. ED is going to continue to work with the board and will seek trainings to assist the board to know their roles.

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.

Activities for CICIL have been varied. There were areas that went better than last year, and areas that were worse. Funding and fundraising are an issue for many non-profits right now, which may impact the decrease in donations CICIL has seen. This was not a major election year, so our voting efforts did not turn up as much engagement. We tried to focus on local elections more. Staff were more involved in community advocacy this year and our hope is to continue that.

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: Increase services and participation in the counties we serve.
Objective: Increase services and participation outside of Polk County, where our office is located.

Indicators: The number of individuals served in each county will increase by 5%.
Activities: Connect with a minimum of one provider or community resource in each county to educate on services CICIL provides. Identify and attend county provider meetings or district meetings to share about CICIL and learn about other resources. Conduct a survey to identify needs in each county.
Objective: Increase services and participation within Polk County.
Indicators: The number of individuals served by the Connection Center will grow by 15 participants.
Activities: Connect with 5 provider agencies or community resources within Polk County to educate on services CICIL provides, especially the Connection Center. Develop a handout/brochure about the Connection Center to better explain services.
Objective: Increase online presence and engagement.
Indicators: Weekly posts, calendar events will be maintained and current, a quarterly newsletter will be sent out.
Activities: Create and fill a digital marketing position (preferably an intern). Update the website, provide links to information and create a fillable intake form.

Goal 2: Resource Development
Objective: Increase restricted funds resource development.
Indicators: Unrestricted income will increase by 25%
Activities: Maintain Givebutter donor database. Engage with donors on at least a quarterly basis. Develop or participate in two small fundraising activities per quarter. Create an implement an annual fundraising activity.
Objective: Increase program revenue.
Indicators: Program revenue will increase by 10%
Activities: Identify grants/funding streams applicable to programming. Increase the number of clients served in supported employment. Develop a fee-for-service fee scale and begin serving private-pay clients. Maintain contracts with IVRS and IDB.

Goal 3: Obtain and retain a strong base of human resources, including staff, board, and volunteers
Objective: Staff, grantors, and program reviewers will have a clear picture of what is happening with each consumer and their progress.
Activities: Files will be maintained with 90% accuracy with items easily located in clearly labeled area.
Activities: Conduct training with all staff on documentation and its importance. Run reports and complete self-audit checklist monthly.
Objective: All board members will know their responsibilities, understand the programs CICIL offers and be able to assist in recruiting new board members.
Indicators: There will be a 50% increase in 5 board members' knowledge of CICIL programs and their procedures. Three new people will be recruited and onboarded for the CICIL board from counties outside of Polk.
Activities: Develop onboarding process for new board members. Develop board job descriptions. Develop standards for board members' performance and expectations. Provide training to new board members and all board members at board retreat.
Objective: Staff will have opportunities for professional development
Indicator: 100% of staff will participate in at least one training relevant to their position during the year. Staff will receive training on updated personnel policies and procedures once a year.
Activities: Assist staff with identifying opportunities for professional development. Develop new staff orientation training checklist. Identify training opportunities for local experts to train on topics/resources/etc. during team meetings.

Goal 4: Conduct systems change advocacy.
Objective: Independently and collaboratively engage in systems advocacy to promote independence for people with disabilities.
Indicators: 5 non-registered voters will be registered to vote. Staff and participants will attend a minimum of 6 events related to transportation, healthcare, and AT. Staff and participants will present on

transportation, healthcare, and AT a minimum of 3 times a year.
Activities: Host or participate "Day on the Hill." Create an advocacy group for participants. Identify advocacy groups CICIL staff can participate in. Continue work on voter registration/education. Hold workshops for participants on how to effectively tell heir story for advocacy purposes.
Objective: Individuals in the counties CICIL serves will be better educated on services provided by CICIL, IL history and philosophy, and leadership and systems change advocacy.
Indicators: 10 presentations will be made throughout the year.
Activities: Increase social media/website presence related to services, IL history and philosophy, and systems change advocacy. Continue to engage community via accssibility site reviews, disability etiquette, supported employment, benefit planning. Identify opportunities for staff and clients to present at conferences, events, and provide trainings.

Item 6.2.2 - SPIL Consistency

OILP-ACL Review Tool: Does the CIL describe how the work plan is consistent with the approved SPIL?
Explain how these work plan goals, objectives and action steps are consistent with the approved SPIL.

The goals laid out in the Iowa SPIL 25-27 are as follows:
1. Systems Change Advocacy
Objective A: The Iowa CILs and Iowa SILC will develop and deliver presentations/trainings on Independent Living and individual advocacy in their service areas and statewide to Iowans with disabilities to strengthen their advocacy skills.
Objective B: Iowans with disabilities will engage in grassroots (systems) advocacy.
2. Outreach & Education
Objective A: Iowans with disabilities will be aware of an educated on the Independent Living philosophy and its principles.

CICIL's goal to increase systems change advocacy is in line with the first goal of the SPIL. The second goal of the SPIL is represented in our first goal, to increase service participation in all of the counties we serve.

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.

A significant challenge we are facing this year is the desire to relocate to a more accessible space. We are currently located in the basement of a mall. While there is an elevator and escalator, occasionally the power goes out, or the elevator stops working. This has made it difficult to have participants attend the Connection Center and for staff who use power wheelchairs to come to work. Finding a space that fits our needs and our budget has been a challenge.

Iowa Vocational Rehabilitation Services is requiring us to become accredited to continue to provide employment services. In the past as long as we had CRC's on staff (Certified Rehabilitation Counselors) we were able to provide those services. We have 2 CRCs on staff and 2 additional on our board. This is an expensive and time consuming process. IVRS is also not sending referrals if the client will need long term supports for employment. Because we do not accept Medicaid, we cannot provide waiver services.

CICIL has worked this year to increase advocacy and more staff have been involved with advocating and attending community events.

Diversifying funds has been a challenge. This is something the ED feels is necessary for success and programs that have seemed to be income generating have not been as lucrative as they appeared.

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	1
Systems Advocacy	2
Evaluation	
Community Needs Assessment	3
Financial: Resource Development	
Diversification of Funding Base	4
Fund-Raising Events of Statewide Campaigns	5
Innovative Programs	
Specific Examples	6
Marketing and Public Relations	
Community Awareness	7
Program Planning	
IL Skills Modules	8
Peer Mentoring	9
Outreach to Unserved/Underserved Populations	
Rural	10

Item 8.2 - Additional Information

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

OILP-ACL Review Tool: Based on the narrative responses, is the CIL in compliance with each of the evaluation standards?
OILP-ACL Review Tool: If the CIL administers multiple Subchapter C grants, is the information in this report distinct and specific only to THIS grant?

PUBLIC HEALTH WORKFORCE (PHWF) - DATA REPORTING REQUIREMENTS

Grant Number	2204IAILPH
Reporting Period	10/01/2024 - 09/30/2025
State	IA

Item 1 - Total Number of Full-Time Equivalents (FTEs)

Total Number of Full-Time Equivalents (FTEs)	2.5

Item 2 - Type of Public Health Professional(s) Hired

Type	#
Case Investigator	0
Contact Tracer	0
Social Support Specialist	1.5
Community Health Worker	0
Public Health Nurse	0
Disease Intervention Specialist	0
Epidemiologist	0
Program Manager	0
Laboratory Personnel	0
Informaticians	0
Communication and Policy Experts	0
Employment Specialist	1

Item 3 - The Activities They Are Engaged In To Advance Public Health

Social support specialist met with clients on a daily basis to provide peer support, social network building, increase independent living skills, and provide information and referral. Support specialists met with participants one-on-one and in groups to address: improved coping skills, increasing social skills, cooking skills, hygiene/health skills, to maintain health, and meditation and fitness groups to improve physical and mental health. Support specialists provided Covid tests and PPE to participants who needed them and provided classes on how to use the various types of tests. The employment specialist assisted individuals who had lost employment due to covid find new opportunities, focusing on why they were unable to continue employment during Covid and discussing strategies for how this could be avoided should similar conditions return. Attempts were made to hire an outreach specialist, but we were unable to do so.

SECTION 9 - SIGNATURES

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

Laura Gibson

NAME AND TITLE OF CENTER DIRECTOR | PHONE NUMBER

Laura Gibson - Signed Digitally | 01/15/2026

SIGNATURE OF CENTER DIRECTOR | DATE

NAME AND TITLE OF CENTER BOARD CHAIRPERSON | PHONE NUMBER

SIGNATURE OF CENTER BOARD CHAIRPERSON | DATE