

2021 – 2022

Annual Report

**A Year of
Optimism & Expansion**

*Westchester
Independent Living Center*

*Satellite Office
Putnam
Independent Living Services*



MISSION STATEMENT

The Westchester Independent Living Center is a peer-driven, community-based organization that empowers people with disabilities to lead self-directed lives in the community through advocacy, training and referral to resources that promote Independent Living.

VISION STATEMENT

Promoting full community inclusion for people with disabilities by breaking down barriers.

“There is nothing I have accomplished without reaching out to empower others.”

Justin Dart
Disability Rights Movement Icon
Father of the ADA

Executive Director's Message

*As I reflect on WILC's 2021/2022 year, two words stand out, **Optimism and Expansion**. You may ask yourself, how could this be with an ongoing pandemic, a harsh flu season, and economic setbacks? My answer would remain the same, "2021/2022 was a year of Optimism and Expansion".*

Let me start with the definition of optimism. Optimism 'reflects a belief or hopes that the outcome of some specific endeavor, or outcomes in general, will be positive, favorable, and desirable'. This describes the mindset of the staff at WILC and PILS. Through all the obstacles and barriers, whether natural or man-made, staff remained optimistic, kept the individuals' goals in sight, and persevered. We continued to provide advocacy, linkage and referrals, benefits counseling, peer mentoring, educational workshops, and support groups. We continued to transition or divert individuals from nursing homes and other institutions. We assisted with housing and employment opportunities.

Not only did we provide core services, but we expanded programs and office space to meet the growing needs of the communities we serve. Our Open Doors Program distributed cell phones to individuals in nursing homes to decrease isolation and increase communication. We expanded our Post Rehabilitation Programs with Burke Rehabilitation Center and Phelps Hospital to help individuals with successful community transitions. We began a new program – the Rapid Transition Housing Program (RTHP). We became a Medicaid provider and contracted with a Managed Long Term Care Provider. Newly hired Spanish-speaking staff expanded our outreach to Spanish-speaking communities.

This year, PILS Director of Educational Advocacy participated in CSE/exit meetings for several students with disabilities who graduated from High School in June 2022. She had been working with many of these students since they were preschoolers and as they transitioned from Elementary School to Middle School to High School and their Senior Year. They all became strong self-advocates and have now successfully transitioned to life after High School. She expressed "how wonderful it is to see how far these students have all come".

I invite you to read this year's annual report and see all the fantastic work the WILC/PILS staff accomplished. Like me, you will be inspired by the ongoing optimism which ultimately lead to tremendous expansion. I am looking forward to another glorious year. Until then, be well all.

*Margaret Nunziato
Executive Director*

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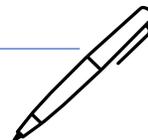
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Westchester Independent Living Center, Inc. (WILC) was incorporated in 1981 as a private, nonprofit (501c3) agency and is funded as a Center for Independent Living by both federal and state governments. WILC serves people with disabilities, their families, businesses, schools, and community agencies.

President's Message



What a year we have had at Westchester Independent Living! As you read through this report, you will get an idea of the broad range of life-changing services that WILC's dedicated staff have provided this past year under the leadership of our indefatigable Executive Director, Margaret Nunziato. Through both in-person and virtual platforms, we have increased our outreach efforts to serve the largest number of consumers in our history, providing services to more than 7,000 people with disabilities and their families. And we expanded not only the number of people we have served, but also our community involvement and specialized programs to meet the myriad needs of people with disabilities as they negotiate the complexities of living independent lives of dignity and self-fulfillment in their communities.

Among the highlights this year were our outreach to a housing developer in Irvington to advocate for the developer to set aside units for people with disabilities for which WILC will provide referrals, our Rapid Transition Housing Program which provides rental subsidies and supportive services for high-need Medicaid beneficiaries, and our expansion of our Post-Rehabilitation Services at Burke Rehabilitation Center. We also are now eligible to contract with Medicaid Managed Long Term Care providers and have contracted with one such provider to provide support services for high-need individuals with disabilities to help them live at home.

These are just some of the many programs, and success stories, that you will read about in the pages to follow. As always, none of this would be possible without the hard work and creative energy of WILC's dedicated staff. They have delivered a year of "optimism and expansion," and make it possible to keep WILC true to its mission to empower people with disabilities to live self-directed lives in the community through advocacy and training.

Shelley Klein
President, Board of Directors

Community Involvement

Center staff served on the following community boards/committees: Long Term Care Councils in Westchester, Dutchess, Orange, Sullivan, and Rockland Counties; Livable Communities Central LLC Regional Council; White Plains Mayor's Advisory Committee for Persons with Disabilities; NYS Special Education Task Force Governing Council; White Plains Community Affairs Council; Westchester County Advisory Committee on Emergency Planning's Subcommittee on Community Preparedness and Public Outreach; National Alliance on Mental Illness (NAMI); Board of Directors of the Mental Health Assoc. in Putnam County; Putnam County Transition Consortium; Lower Hudson Regional Special Education Task Force; Putnam County Coordinated Children's Services Initiative (CCSI) Tier I & Tier II Committees; Putnam County Community Mental Health Services Board; Mid-Hudson Parent Support Coalition; NY State Senior Action Council; Westchester Employment Network (WEN); Re-Entry Task Force; Livable Communities Collaboratives for Aging Services in Westchester; Self-Sufficiency Committee of the Westchester County Continuum of Care Partnership to End Homelessness; and Urban League of Westchester.

Staff participated in the following community events: Nonprofit Leadership Summit organized by United Way; Health & Wellness Fair at VIVE; Community Open House organized by Westchester Residential Opportunities; Putnam County Youth Bureau's Trunk or Treat event; Putnam County Legislative Forum; and the Re-Entry Resource Fair organized by the Mt. Vernon Police Department.

Core Services

- Benefits and Entitlements Advisement
- Information and Referral
- Community Outreach
- Peer Advisement
- Independent Living Skills
- Individual and Systems Advocacy
- Deaf Services
- Equal Access/ADA Consultation

Total Persons Served During Year

People with Disabilities	6,210
Family Members/Significant Others	1,053
Other Non-Disabled (Includes Agency/Business Personnel)	866
Business/Agencies	195
Number of Institutional Transitions	221
Number of Institutional Diversions	642
Number of Full-Time Job Placements	32
Number of Part-Time Job Placements	29

Specialized Programs

- Minority Outreach (MOP)
- Mental Health Advocacy
- Educational Advocacy
- Nursing Home Transition and Diversion/Traumatic Brain Injury RRDC for the Lower Hudson Valley Region
- Nursing Home Transition and Diversion/Traumatic Brain Injury RRDC for the New York City Region
- Open Doors Transition
- NY Connects/No Wrong Door
- Parent Training and Information
- Peer Integration (PIP)
- Olmstead Housing
- Post-Rehabilitation Transition at Burke Rehabilitation Center
- Post-Rehabilitation Transition at Phelps Hospital
- Diabetes Prevention
- Food Insecurity
- Anger Management
- Domestic Violence Prevention
- Ready Set Work
- Re-Entry Programming

WILC Addresses Housing Crisis in Westchester

The lack of accessible and affordable housing has created a housing crisis for Westchester County residents with disabilities. To help to address this crisis, WILC's OHS Housing Specialist outreached to a developer in Westchester, WB Irvington LLC. WB Irvington LLC plans to develop a 65 apartment Development at 76 North Broadway, Irvington, NY. The Development is designed to provide affordable housing. Of the 65 apartments, WB Irvington LLC has agreed to set aside/maintain 10 apartments specially designed for households with a physical disability, including 7 for households with a mobility impairment and 3 apartments for households with hearing and/or vision impairments. WILC will be the Referral Agency for the Development and, as such, will provide qualified referrals to the Project Owner or its designee during the initial marketing period and when vacancies occur. The Development should be completed and ready for occupancy within the next 2 years.

Cell Phones to Nursing Home Residents

During the pandemic, when nursing homes were locked down and no one was allowed in, residents without a means of communicating with the outside world were truly isolated. To address this isolation and provide a means of communication, the Center's Open Doors Transition Program is distributing fully operational/set up cell phones (with instructions for usage) to nursing home residents. These residents can now communicate freely with family, friends, physicians, and their care team outside of the nursing home. This year, 56 residents in nursing homes received cell phones.

Virtual Cooking Class for Spanish Speaking Consumers

To promote healthy quick meals, WILC's IL Program Director developed and presented a virtual/interactive cooking exhibition for Spanish speaking persons with disabilities on August 24, 2022 via ZOOM. The recipe included a carbohydrate, protein, and vegetables for a complete meal (Rice with chicken and vegetables). It was cooked in an Instant Pot for simplicity and quickness. Spanish speaking consumers were outreached to to ascertain interest. WILC's IL Program Director presented the exhibition in Spanish from her home. During the exhibition, WILC's IL Program Director not only prepared the recipe, she also shared tips on how to purchase in bulk to maximize their dollars. She gave tips on how to avoid waste and how to freeze and what to freeze to increase the longevity of products. The consumers were very pleased with the recipe (tastiness, ease of preparation, and quickness) and the overall experience, as well. WILC's IL Program Director is hoping to make this a recurring event.

Virtual Presentations Afford Unanticipated Outcomes

When pandemic restrictions went into effect, PILS adapted to new methods of operating – methods that produced desired results/outcomes while maintaining the safety and well-being of Center staff and consumers. One of the methods utilized was that staff embraced the virtual platform as a means of providing services. Staff shared resources, provided information, developed and presented workshops/trainings, and attended meetings all online/virtually. This year, ironically, as restrictions began to be lifted, staff found that providing certain services virtually actually created opportunities to increase service provision. For instance, it was 504/CPSE/CSE meetings being held virtually that allowed PILS Educational Advocacy staff to attend 193 504/CPSE/CSE meetings this year. As many as three (3) 504/CPSE/CSE meetings could be held in one day because staff did not have to spend time traveling around the region. Another example would be virtual workshop presentations. This year, PILS Parent Training and Information Center (PTIC) Program presented its 5-day Family Empowerment Advocacy Series (FEAS) workshops virtually in the AM and then repeated them in the PM. On Day 1 of the FEAS for instance, one of the AM workshops had 19 participants. The PM presentation of the same workshop had 26 participants. This strategy clearly increased participation as it was more flexible and accommodated people's schedules. When evaluating this year's activities, staff observed/learned that providing certain services virtually can be a winning strategy for both staff and consumers.

WILC Becomes a Medicaid Service Provider

WILC has been approved to be a Medicaid Service Provider. WILC can now contract with Managed Long Term Care entities (MLTCs). This year, we negotiated and finalized our first contract with EverCare (an MLTC) to assist them with higher needs individuals/clients that need extra support. WILC will focus on the social aspects of the clients' needs. By the end of the year, WILC had received over 30 referrals from EverCare.

Security Up-Grades at WILC and PILS

This year, the White Plains Police Department advised the Center on ways to make both the WILC and PILS offices more secure. Following Police recommendations, a video and voice system with a buzzer was installed in the WILC office's entryway and the door leading from the entryway into the Main Office was changed to one that is more secure. At PILS, a video and voice system was also installed. The Center up-dated its emergency alert system and Police will be providing training on what to do if there is an intruder.

NY Rollin' KNICKS Win NWBA Championship

On April 2, 2022, the New York Rollin' KNICKS, a National Wheelchair Basketball Association (NWBA) Division team, which is co-sponsored by the New York KNICKS and WILC, beat the Dallas Wheelchair Mavericks 59 – 53 in Wichita, Kansas at the NWBA Tournament. This was the Rollin' KNICKS's 4th national NWBA Championship. After not playing for the past 2 years due to COVID, this was a major season and Tournament for the NWBA. Steve Serio of the Rollin' KNICKS was the MVP.

A Year of Optimism and Expansion

Outreach to Spanish-Speaking Consumers in Putnam

For the past several years, as Putnam County experienced a marked increase in Hispanic/Latino persons moving to Putnam, PILS struggled to serve this population. During the 4th Quarter of 2021, PILS hired a Bi-Lingual Education and Outreach Specialist. We were optimistic that her activities would increase PILS outreach to and service of consumers who are Hispanic/Latino in the following year. This year was that "following year" and our optimism was justified. She outreached to community organizations, school personnel, and public libraries; participated in community events; created a flyer in Spanish and disseminated it in areas frequented by Hispanic populations; translated important presentations from English into Spanish; translated webinars into Spanish; and outreached to Spanish-speaking Putnam County agency/office representatives in order to reach more Hispanic families. She also provided direct assistance to Spanish-speaking consumers. This year, PILS number of Hispanic/Latino consumers with CSRs more than doubled. PILS Bi-Lingual Education and Outreach Specialist has become a valued member of the Center's staff.

Rapid Transition Housing Program

The Center received a 3-year grant from NYAIL for a new housing program - the Rapid Transition Housing Program (RTHP). NYAIL also funds the Center's Open Doors Transition and Olmstead Housing programs. RTHP is a new program in NYS which provides a rental subsidy and supportive housing services for high-need Medicaid beneficiaries. RTHP ensures seniors and people with disabilities can afford accessible, safe, sanitary, and sustainable housing in the community. The Center's RTHP provides services in Westchester County. Our RTHP Housing Specialist and Independent Living Specialist provide outreach and assist eligible individuals with enrollment, unit selection, service planning, and linkage to providers, as needed. If the Program goes well in Westchester, it will be expanded to other Lower Hudson Valley counties.

PILS Office Expands Its Space

This year, PILS had the opportunity to expand when an adjoining office space became available. The new 1,200 square foot addition includes 3 private offices, a much needed storage space, and a Classroom/Meeting Room that is both spacious and efficient.

Consumer Stories

The consumer is a 26 year old Hispanic female with a Traumatic Brain Injury (TBI). When she was 19 years old and mother to a young child, she suffered a cerebral hemorrhage. She was hospitalized and then placed in a rehabilitation facility for 5 years. The consumer's family wanted her to be released from the facility, but didn't know how to support her. The family contacted WILC's NYC TBI RRDC for information. WILC's NYC TBI RRDC staff worked to enroll the consumer onto the TBI Waiver. Once on the Waiver, staff were able to work with the consumer and her family to develop a plan to have her transition back into the community with appropriate supports. Supports included HCSS (Home and Community Support Services), CIC (Community Integration Counseling), and ILST (Independent Living Skills Training). The consumer is now back home with her family and her daughter and doing well – something that for years seemed impossible. (Transition)

The consumer is a 76 year old Hispanic female with High Blood Pressure. Initially, the consumer contacted WILC for assistance for her daughter who is Deaf. While discussing the daughter's needs, however, WILC's Program Director for IL Services became concerned for the consumer, who was expressing concerns about leg cramps she was experiencing. As she had been diagnosed with severe high blood pressure, WILC's Program Director for IL Services suggested that maybe she should see a doctor to determine the cause of her leg cramps. The consumer took the advice and after some tests were performed, she was admitted to the hospital for emergency surgery. Following the surgery, she received therapy and has a home health aide to help her with light housekeeping chores. The consumer feels that if she had not been encouraged to see a doctor, she might not be alive today. As she focuses on her recovery, she says that when she is stronger, she will revisit advocating for her daughter.

The consumer is a 30 year old African American female diagnosed with Trauma. She was living in a shelter with her 4 children and felt that the shelter was unsafe. WILC's Minority Outreach Program (MOP) staff connected her with a social worker who was able to get her and her children into a local Motel. MOP staff assisted the consumer with applying for a Section 8 housing voucher, enrolling the children into school, and with childcare assistance. She was bumped up the Section 8 List due to the ages of her children. The consumer and her children are now living in an apartment and the children are all in school.

The consumer is a 30 year old Native American male with Emotional/Behavioral disabilities. The consumer was referred to WILC's MOP Program for Anger Management. He completed both the Anger Management and Domestic Violence Programs. In addition, MOP staff connected the consumer with the Family Restoration Project for OSHA 30 training. He applied for and landed a full-time job with a benefits package at Home Depot.

The consumer is a 7 year old Hispanic male who has severe-to-profound Hearing Loss. He is an immigrant from Guatemala. His Child Protective Services/Family Assessment Response caseworker reached out to PILS Bilingual Education and Outreach Specialist to see if she could assist his father with securing a proper educational placement. PILS Bilingual Education and Outreach Specialist coordinated meetings with the father, the school district, and the NY School for the Deaf. The consumer underwent cochlear implant surgery. Cochlear Implants are designed to mimic natural hearing and replace the function of the inner ear (cochlea). The consumer was accepted on July 7, 2022 into the NY School for the Deaf. PILS Bilingual Education and Outreach Specialist participated in the consumer's placement meeting. He was placed in an 8:1:1 class for core subjects and 12:1:1 class for specials. As he was recovering from his implant surgery, he started Extended School Year (ESY) services approximately one week after his placement meeting. The consumer receives individual speech and language therapy 4 times a week and occupational therapy 2 times per week. His father receives parent training once a month.

Consumer Stories

The consumer is an 80 year old female with Dementia and other health issues. She has been living on her own, but due to worsening cognitive deficits was having difficulty remaining in her apartment. WILC's Nursing Home Transition and Diversion (NHTD) Waiver staff worked to enroll the consumer onto the NHTD Waiver. By enrolling onto the NHTD Waiver Program, the consumer was able to receive the assistance of 24/7 HCSS aides, oversight, and supervision. She was able to remain in her apartment and is thriving. Without the support of the NHTD Waiver, the consumer would have been admitted to a nursing home. (Diversion)

The consumer is an 18 year old male with Learning Disabilities. PILS Director of Educational Advocacy has been working with the consumer and his mother since the Fall of 2009 when the consumer was a 5 year old Kindergarten student classified with Autism. When questions arose regarding his receptive language abilities, private auditory processing evaluations were completed and the consumer's classification was changed from Autism to Speech and Language Impairment. In 2018, the consumer participated in his annual review meeting as he was transitioning from middle school to high school. He advocated for the support he needed. He continued to remain classified with an IEP, receive the support of a special education teacher, and speech therapy. During his high school years, transition to life after high school became the focus. He participated in Regents level classes and attended a BOCES tech program to see if there was a vocational area that was of interest to him. He decided he wanted to go to college. He continued to advocate for himself at his CSE meetings and an appropriate transition plan was developed. In March 2022, PILS Director of Educational Advocacy attended the consumer's CSE/Exit Summary Meeting with the consumer and his mother. He graduated in June and is now attending Pace University.

The consumer is a 21 year old Hispanic female with Learning Disabilities. When the consumer was 17, she was arrested for shoplifting. Her parents were illegal immigrants. She was placed in the Youth Shelter Program of Westchester. While living at the Shelter, she attended WILC's MOP peer advocacy group for transition age youth. After attending the group, she requested services. MOP staff connected her with Mental Health and vocational services. She landed a job at Panera and opened her first bank account.

The consumer is a 78 year old Hispanic female with Physical-Orthopedic Disabilities. During a wellness call, the consumer informed WILC's IL Advocate that she, her husband, and her daughter, who also has a disability, had all had COVID. She also said that her husband, who had been working part-time, had lost his job due to COVID shut-downs. WILC's IL Advocate provided information on unemployment benefits. The consumer and her husband were not aware that one could collect unemployment if you worked part-time. In addition, the IL Advocate provided information about WILC's FIPP Gift Card program to aid in food insecurities. Her husband filed for unemployment benefits and she used the Gift Card to purchase food.

The consumer is a 41 year old African American female with a Spinal Cord Injury. She is a single mother of one child and a participant of WILC's Olmstead Housing Subsidy Program. Every year her lease comes up for renewal and WILC's Olmstead Housing (OH) Specialist is required to recalculate her rent. When recalculating, any rent increase from the landlord, any income increase for the participant, and any change in the Fair Market Rent (FMR - set by HUD) must be considered. This year, the landlord asked for a 5% rent increase and the FMR was lowered by HUD. Any rent over the FMR has to be paid by the participant. This year, the calculation ended up increasing the amount the consumer would pay by double what she had paid the year before. The FMR could not be changed and her income was fixed by Social Security. She was devastated. It looked as if she and her child would lose their housing. WILC's OH Specialist contacted the landlord and explained the situation the consumer was in. The landlord reluctantly agreed to raise his rent by only 3%. With this compromise, the consumer could afford to keep her apartment.

Food Insecurity Protection Program

The Center received CIL CARES Act (CCA) funding from ACL. We utilized CCA funding to assist COVID-involved/COVID-affected consumers of the Center in maintaining their independence during the pandemic. A Gift Card program, which we entitled the Food Insecurity Protection Program (FIPP), was established. Gift Cards were disseminated to consumers who were struggling due to COVID, i.e., were under Quarantine, had lost their jobs, etc. so that they could purchase food. The Cards were also used by consumers to purchase vitamins and medications, PPEs, hand sanitizers, wipes and basic necessities such as paper towels, toilet paper, diapers and baby supplies. With the Gift Cards, consumers were provided assistance that empowered them to exercise personal choice and continue to lead self-directed lives during the pandemic. The Center assisted over 1,700 consumers with the FIPP Program.

Program Expansions

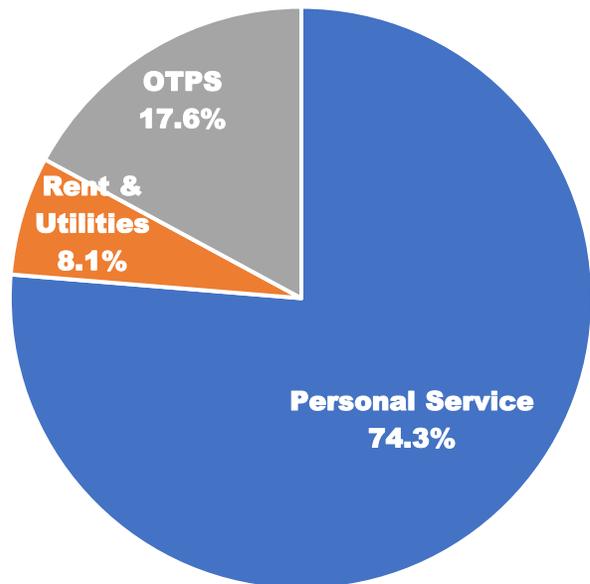
This year, the Center submitted a proposal to the Field Hall Foundation to expand our Post-Rehabilitation Transition Program at the Burke Rehabilitation Center. We were successful in this endeavor.

The Center submitted a proposal to the Phelps Foundation to replicate our Post-Rehabilitation Transition Program at the Burke Rehabilitation Center at Phelps Hospital. We were successful in this endeavor. Our Post-Rehabilitation Transition Program at Phelps will assist Phelps Hospital Discharge Planners and connect patients with Peers and resources in the community.

Virtual Resource & Transition Fair

To provide information on the opportunities, services, and supports available to youth with disabilities, both during and after school years, PILS collaborated with the Putnam Transition Consortium and Green Chimneys to develop and present a free interactive Resource and Transition Fair on April 7, 2022. The event, which was held via ZOOM, was for young adults with special needs and their families and included resources for education, training, employment, advocacy, and more. Over 70 persons attended the Fair, including youth, parents, and professionals. Vendors included College Support Programs, College Experience Programs, Career and Employment Supports, Programs for Individuals with Intellectual and Developmental Disabilities, Residential and Therapeutic Programs, Financial Supports, Transitional Living Programs, and Advocacy and Information. Breakout sessions included presentations by ACCES-VR, OPWDD, and Community Mental Health Services. A Follow-Up Survey was sent to vendors and attendees seeking feedback on their experience. Responses to the question 'What did you find most helpful at the Fair?' included: "Meeting the staff from various transition/independent living programs", "Info on college preparation programs", and "Genuine focus and care to inform people of the various resources available". We did not receive even one negative rating.

Expenditures During the Year



OTPS is Other Than Personal Service. That 17.6% includes Telephone, Supplies, Equipment, Repairs/Maintenance, Travel, Insurance, Postage, Marketing/Public Relations, and Contracted Services such as Computer Services, Fiscal Management, Payroll Services, Audit, etc.

Grant Income

U.S. Department of Education

Administration for Community Living

Independent Living Funding	\$	228,135
Minority Outreach		193,720
Putnam County Satellite Office		231,172
Independent Living CIL CARES Act		104,293
Minority Outreach CIL CARES Act		70,968
Putnam County Satellite Office CIL CARES Act		107,234

New York State Department of Education

ACCES-VR Independent Living	\$	336,181
ACCES-VR Putnam County Satellite Office		294,079
ACCES-VR Peer Integration Program		200,000

New York State Department of Health

NHTD/TBI RRDC for the Lower Hudson Valley Region	\$	1,596,200
NHTD/TBI RRDC for the New York City Region		1,060,600

New York State Office for Aging

NY Connects/No Wrong Door	\$	872,702
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Westchester County

Dept of Community Mental Health – MH Advocacy	\$	109,676
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New York Association for Independent Living

Olmstead Housing	\$	109,212
Open Doors Transition		311,437
Diabetes Prevention		49,312
Rapid Transition Housing		30,374

Starbridge

Parent Training and Information	\$	53,000
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Field Hall Foundation

Burke Rehabilitation Center Post-Rehab Transition	\$	25,000
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Phelps Foundation

Phelps Hospital Post-Rehabilitation Transition	\$	95,000
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Statement of Activities and Changes in Net Assets

Support and Revenues:

Government Grants	\$	5,936,374
Foundation Grants		63,733
Fees for Service		78,062
Interest Income		2,174
Contributions		4,346
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Total Support and Revenues \$ **6,084,689**

Expenses:

Program Services	\$	5,429,076
Administrative Expenses		638,551
Fundraising		15,783
Total Expenses	\$	6,083,410

Increase in Net Assets \$ **1,279**
Net Assets at Beginning of Year \$ **594,415**
Net Assets at End of Year \$ **595,694**

OFFICE LOCATIONS

Main Office:

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www.facebook.com/WILCNews

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Outreach Office:

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