

Agency # 172.00

**Arkansas Department of Career Education
Arkansas Rehabilitation Services Division**

State Plan for Independent Living

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

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State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part I: Assurances

Section 1: Legal Basis and Certifications

1.1 The designated State unit (DSU) eligible to submit the State Plan for Independent Living (SPIL or the plan) and authorized under State law to perform the functions of the State under the State Independent Living Services (SILS) and Centers for Independent Living (CIL) programs.

Arkansas Rehabilitation Services-Ark. Dept. of Career Education

1.2 The separate State agency eligible to submit the plan and authorized under State law to provide vocational rehabilitation (VR) services to individuals who are blind.

Division of State Services for the Blind-Ark. Dept. of Human Services

1.3 The Statewide Independent Living Council (SILC) that meets the requirements of section 705 of the Act and is authorized to perform the functions outlined in section 705(c) of the Act in the State.

Arkansas Independent Living Council

1.4 The DSU and, if applicable, the separate State agency authorized to provide VR services to individuals who are blind, and the SILC are authorized to jointly develop, sign and submit this SPIL on behalf of the State, and have adopted or otherwise formally approved the SPIL.

Yes

1.5 The DSU, and, if applicable, the separate State agency authorized to provide VR services to individuals who are blind, may legally carry out each provision of the plan and will comply with all applicable Federal statutes and regulations in effect with respect to the three-year period it receives funding under the SPIL.

Yes

1.6 The SPIL is the basis for State operation and administration of the program. All provisions of the SPIL are consistent with State law.

Yes

1.7 The representative of the DSU and, if applicable, of the separate State agency authorized to provide VR services to individuals who are blind, who has the authority under State law to

receive, hold, and disburse Federal funds made available under the SPIL and to submit the SPIL jointly with the SILC chairperson are Randy Laverty, Commissioner and Katy Morris, Director.

Section 2: SPIL Development

2.1 The plan shall be reviewed and revised not less than once every three years, to ensure the existence of appropriate planning, financial support and coordination, and other assistance to appropriately address, on a statewide and comprehensive basis, the needs in the State for:

- The provision of State independent living services;
- The development and support of a statewide network of centers for independent living;
- Working relationships between programs providing independent living services and independent living centers, the vocational rehabilitation program established under title I, and other programs providing services for individuals with disabilities.

Yes

2.2 The DSU and SILC conduct public meetings to provide all segments of the public, including interested groups, organizations and individuals, an opportunity to comment on the State plan prior to its submission to the Commissioner and on any revisions to the approved State plan.

Yes

2.3 The DSU and SILC establish and maintain a written description of procedures for conducting public meetings in accordance with the following requirements. The DSU and SILC shall provide:

- appropriate and sufficient notice of the public meetings;
- reasonable accommodation to individuals with disabilities who rely on alternative modes of communication in the conduct of the public meetings, including providing sign language interpreters and audio-loops; and
- public meeting notices, written material provided prior to or at the public meetings, and the approved State plan in accessible formats for individuals who rely on alternative modes of communication.

Yes

2.4 At the public meetings to develop the State plan, the DSU and SILC identify those provisions in the SPIL that are State-imposed requirements beyond what would be required to comply with the regulations in 34 CFR parts 364, 365, 366, and 367.

Yes

2.5 The DSU will seek to incorporate into, and describe in, the State plan any new methods or approaches for the provision of IL services to older individuals who are blind that are developed under a project funded under chapter 2 of title VII of the Act and that the DSU determines to be effective.

Yes

2.6 The DSU and SILC actively consult, as appropriate, in the development of the State plan with the director of the Client Assistance Program (CAP) authorized under section 112 of the Act.

Yes

Section 3: Eligibility

3.1 The State, directly or through grants or contracts, will provide IL services with Federal, State, or other funds.

Yes

3.2 Independent living services shall be provided to individuals with significant disabilities in accordance with an independent living plan mutually agreed upon by an appropriate staff member of the service provider and the individual, unless the individual signs a waiver stating that such a plan is unnecessary.

Yes

3.3 All service providers will use formats that are accessible to notify individuals seeking or receiving IL services under chapter 1 of title VII about:

- the availability of the CAP authorized by section 112 of the Act;
- the purposes of the services provided under the CAP; and
- how to contact the CAP.

Yes

3.4 Participating service providers meet all applicable State licensure or certification requirements.

Yes

Section 4: Eligibility

4.1 Any individual with a significant disability, as defined in 34 CFR 364.4(b), is eligible for IL services under the SILS and CIL programs authorized under chapter 1 of title VII of the Act. Any individual may seek information about IL services under these programs and request referral to other services and programs for individuals with significant disabilities, as appropriate. The determination of an individual's eligibility for IL services under the SILS and CIL programs meets the requirements of 34 CFR 364.51.

Yes

4.2 Service providers apply eligibility requirements without regard to age, color, creed, gender, national origin, race, religion or type of significant disability of the individual applying for IL services.

Yes

4.3 Service providers do not impose any State or local residence requirement that excludes any individual who is present in the State and who is otherwise eligible for IL services from receiving IL services.

Yes

Section 5: Staffing Requirements

5.1 Service provider staff includes personnel who are specialists in the development and provision of IL services and in the development and support of centers.

Yes

5.2 To the maximum extent feasible, a service provider makes available personnel able to communicate:

- with individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication, nonverbal communication devices, Braille or audio tapes, and who apply for or receive IL services under title VII of the Act; and
- in the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under title VII of the Act.

Yes

5.3 Service providers establish and maintain a program of staff development for all classes of positions involved in providing IL services and, if appropriate, in administering the CIL program. The staff development programs emphasize improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy.

Yes

5.4 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will take affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act.

Yes

Section 6: Fiscal Control and Fund Accounting

6.1 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will comply with applicable EDGAR fiscal and accounting requirements and will adopt those fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for those funds.

Yes

Section 7: Recordkeeping, Access and Reporting

7.1 In addition to complying with applicable EDGAR recordkeeping requirements, all recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will maintain records that fully disclose and document:

- the amount and disposition by the recipient of that financial assistance;
- The total cost of the project or undertaking in connection with which the financial assistance is given or used;
- the amount of that portion of the cost of the project or undertaking supplied by other sources;

- compliance with the requirements of chapter 1 of title VII of the Act and Part 364 of the regulations; and
- other information that the Commissioner determines to be appropriate to facilitate an effective audit.

Yes

7.2 With respect to the records that are required by 34 CFR 364.35, all recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will submit reports that the Commissioner determines to be appropriate.

Yes

7.3 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will provide access to the Commissioner and the Comptroller General, or any of their duly authorized representatives, to the records listed in 34 CFR 364.37 for the purpose of conducting audits, examinations, and compliance reviews.

Yes

Section 8: Protection, Use, and Release of Personal Information

8.1 Each service provider will adopt and implement policies and procedures to safeguard the confidentiality of all personal information, including photographs and lists of names in accordance with the requirements of 34 CFR 364.56(a)(1-6).

Yes

Section 9: Signatures

After having carefully reviewed all of the assurances in sections 1 - 8 of this SPIL, the undersigned hereby affirm that the State of Arkansas is in compliance and will remain in compliance with the aforementioned assurances during 2014-2016.

The effective date of this SPIL is October 1, 2013.

Section 9: Signature for SILC Chairperson

Name **Elizabeth Adams**
 Title **Chairperson**
 Signed? **Yes** _____
 Date signed _____

Section 9: Signature for DSU Director

Name **Randy Laverty**
 Title **Commissioner**
 Signed? **Yes** _____
 Date signed _____

Section 9: Signature for Separate State Agency for Individuals Who Are Blind

Is there a Separate State Agency for Individuals Who Are Blind?

Yes

Name	<u>Katy Morris</u>
Title	<u>Director</u>
Signed?	<u>Yes</u> _____
Date signed	_____

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 1: Goals, Objectives and Activities

1.1 Goals and Mission

Describe the overall goals and mission of the State's IL programs and services. The SPIL must address the goals and mission of both the SILS and the CIL programs, including those of the State agency for individuals who are blind as they relate to the parts of the SPIL administered by that agency.

Goal Name: Mission of the State Independent Living Services (SILS) and CIL Programs

Goal Description:

Increase the ability of Arkansans with significant disabilities to lead productive and independent lives by improving the quality and collaborative nature of independent living (IL) services provided by Arkansas Rehabilitation Services (ARS), the Division of Services for the Blind (DSB), the State Independent Living Council (SILC) and the Centers for Independent Living (Centers).

Goal Name: Goal of the SILC

Goal Description:

The goal of the Arkansas State Independent Living Council is to promote independence, including freedom of choice and full inclusion into the mainstream of society, for all Arkansans with disabilities.

Goal Name: Goal of the Centers for Independent Living

Goal Description:

The goal of the Centers for Independent Living is to provide services, support and advocacy that enable people with significant disabilities to live as independently as possible within their communities. The Centers strive to achieve full integration of persons with disabilities into the mainstream of society. The Centers work to increase people with disabilities' awareness and knowledge of the importance of their own personal power to direct the course of their own lives and independence. Centers promote the philosophy of Consumer Control.

Goal Name: Goal of the Division of State Services for the Blind

Goal Description:

The Arkansas Division of State Services for the Blind (DSB) is dedicated to the independence of Arkansans who are blind or severely visually impaired and is committed to the principle that these individuals have the right to make informed choices regarding where they live, where they

work, how they participate in the community, and how they interact with others.

The DSB goal is to work in partnership with these Arkansans by assisting them in obtaining the information they need to make informed choices, and by providing them with access to services that increase their opportunities to live as they choose.

Within the constraints of state and federal laws and based on available funds, DSB fulfills its goal through assisting Arkansans who are blind or severely visually impaired to live as independently as possible through the development of skills, accommodations, or adaptations that are necessary to perform all activities of daily living.

DSB offers independent living services under Chapter 1 of the Title VII of the Rehabilitation Act through its ten field offices throughout Arkansas. Information and referral; assessment; mobility; rehabilitation teaching; low vision services; counseling; skill instruction; limited transportation; and adaptive aides and devices are provided to eligible individuals. IL services are provided to homemakers in accordance with their Individualized Plans for Employment. DSB has contracted its Older Individuals who are Blind program to World Services for the Blind (WSB), which assesses OIB consumers and develops an IL plan with them. These services are available in all 75 counties. DSB partners with the Arkansas Independent Living Council (AILC) and the Centers for Independent Living (CILs) to provide independent living core services.

Goal Name: Goal of Arkansas Rehabilitation Services

Goal Description:

The goal of Arkansas Rehabilitation Services Division is to provide services resulting in meaningful employment and independence for Arkansans living with disabilities. ARS strives to provide independent living services that enhance the ability of an eligible individual with a significant disability to live more independently and function within his/her family or community and, if appropriate, secure and maintain appropriate employment. The overall goal of ARS for the SILS program is to promote the integration, and full inclusion of individuals with significant disabilities into the mainstream of American society.

State Plan for Independent Living (SPIL)

State: Arkansas

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Part II: Narrative

Section 1: Goals, Objectives and Activities

1.2 Objectives

1.2A. Specify the objectives to be achieved and the time frame for achieving them.

Terminology:

Arkansas Rehabilitation Services – ARS

Division of Services for the Blind – DSB

Centers for Independent Living – CIL

State Independent Living Council – SILC

State Independent Living Services – SILS, includes ARS and DSB

Goal(s) from Section 1.1	Objective to be achieved	Time frame start date	Time frame end date
Goal of the SILC, SILS and CIL Programs	Goal 1: Reach out to the unserved, underserved and minority populations Objective 1 - Systems Change Identify local and statewide barriers to IL and implement systems advocacy strategies involving the Centers in collaboration with the Arkansas State Independent Living Council (SILC), ARS, DSB and other councils, task forces, and community organizations. Activity 1 - Identify Barriers ARS, DSB, the Centers and the SILC will collaborate to identify local and statewide barriers to independent living.	10/01/2013 Ongoing Ongoing	9/30/2016
Goal of the SILC	Activity 2 - Conduct Outreach Activities The SILC will collaborate with the SILS and Centers to conduct Community Forums and outreach activities with unserved and underserved groups of people with disabilities to	Ongoing	

Goal of the SILC, SILS and CIL Programs	<p>identify barriers and document needs.</p> <p>Activity 3 - Develop Strategies ARS, DSB, the Centers and the SILC will collaborate with other entities to develop strategies to address/remove identified barriers.</p> <p>Activity 4 - Implement Strategies ARS, DSB, and the Centers will implement agreed-upon strategies to address/remove identified barriers to independent living.</p> <p>Activity 5 - Evaluate Effectiveness ARS, DSB, the Centers and the SILC will evaluate the effectiveness of the strategies used to address/remove identified barriers and reconfigure its strategies as necessary.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
Goal of the SILC, SILS and CIL Programs	Goal 2: Support projects that expand and improve opportunities for independent living for people with disabilities	10/01/2013	09/30/16
Goal of the SILC	<p>Objective 1 - Collaborate on Emergency Preparedness Plan The SILC will continue to collaborate on an Emergency Preparedness Plan that includes people with disabilities.</p>	Ongoing	
Goal of the SILC, SILS and CIL Programs	<p>Activity 1 - Training in Emergency Preparedness The SILC will collaborate with ARS, DSB, and the Centers to continue to provide training in regards to Emergency Preparedness including people with disabilities. In addition, the SILC continues to collaborate with DSB and other state agencies to plan for emergency response and maintenance of services in the aftermath of a disaster for consumers who are blind or visually impaired.</p>	Ongoing	
Goal of the SILC	<p>Activity 2 - Collaborate with Other SILCs The Arkansas SILC will continue to collaborate with SILCs in other states in regards to best practices to promote the IL philosophy for all Americans with disabilities.</p>	Ongoing	

Goal of the SILC	Activity 3 - Collaborate with Centers The SILC will meet with the Centers on a quarterly basis in regards to advocacy needs in their geographic regions.	Quarterly	
Goal of the SILC	Objective 2 - Collaborate with Entities Concerning Domestic Violence The SILC will collaborate with Division of Aging and Adult Services, Arkansas Coalition against Domestic Violence, and U of A Partners for Inclusive Communities to train and educate facilities for domestic violence and sexual assault and the public to reduce violence and sexual assault against people with disabilities.	Ongoing	
	Activity 1 - Increase Awareness of Domestic Violence Programs The SILC will collaborate with Division of Aging and Adult Services, Arkansas Coalition against Domestic Violence, and U of A Partners for Inclusive Communities to increase awareness in the disability community concerning accessibility to domestic violence programs.	Ongoing	
	Activity 2 - Collaborate on Best Practices The SILC will collaborate with other SILCs in regards to best practices in order to better serve people who are victims of domestic violence and sexual assault.	Ongoing	
	Activity 3 - Collaborate with Law Enforcement The SILC will collaborate with law enforcement to develop safety measures and increase modes of communication for people with a disability and who are hearing impaired who are victims or potential victims of sexual assault or domestic violence.	Ongoing	
Goal of the SILC, SILS and CIL Programs	Goal 3: Increase public awareness regarding Independent Living and people with disabilities Objective 1 - Increase Public Awareness ARS, DSB, the Centers and SILC will increase public awareness of the IL philosophy and availability of IL services.	10/01/2013 Ongoing	09/30/2016

Goal of the SILC, SILS and CIL Programs	Activity 1 - Educate on IL Philosophy Educate the public and consumers on the Independent Living Philosophy by providing trainings in the community on disability issues.	Ongoing	
	Activity 2 - Train Staff and Board The SILC, ARS, and DSB will invite knowledgeable presenters from the IL Network to train staff and board members on IL issues. ARS and DSB will request IL training from the Centers and University of Arkansas Technical Assistance and Continuing Education (TACE) Center to train staff as needed.	As Scheduled	
Goal of the SILC	Activity 3 - Offer a Retreat/Training The SILC will hold a retreat/training conducted by knowledgeable presenters to educate Board and Staff on the IL philosophy and the structure of the SILC.	As Scheduled	
Goal of the SILC and SILS Programs	Activity 4 - Develop Public Relations The SILC, ARS and DSB will develop public relations activities to increase awareness of the IL philosophy utilizing brochures and public service announcements, magazines, periodicals, speaking engagements, or exhibit booths.	Ongoing	
Goal of the SILC	Activity 5 - Update Media Materials The SILC will update the Power Point presentation on IL philosophy and advocacy as needed. The presentation is used for awareness and education. The presentation will be reviewed quarterly to ensure inclusion of current disability related issues and activities.	Ongoing	
	Activity 6 - Maintain a Resource Library The SILC will update the resource library with current information in appropriate formats and languages. The SILC staff will continue to research updated information in appropriate formats and languages for the resource library.	Ongoing	
	Activity 7 - Maintain a SILC Website The SILC will enhance the website to include Spanish in order to serve the Latino community.	Ongoing	

Goal of the SILC	Objective 2 - Educate on Public Policy The SILC will collaborate with the SILS and Centers regarding public policy to improve the lives of people with disabilities.	Ongoing	
	Activity 1 - Monitor Legislation The SILC will monitor disability legislation and collaborate with the SILS and Centers to inform people with disabilities of the results.	Ongoing	
	Objective 3 – Educate Legislators The SILC will collaborate with the SILS and Centers to educate legislators on disability related legislation.	Ongoing	
	Activity 1 - Attend Legislative Committees The SILC will attend legislative committee meetings that impact people with disabilities.	Ongoing	
	Activity 2 - Partner with Disability Rights Center The SILC will collaborate with the Disability Rights Center to encourage people with disabilities to exercise their right to vote by providing awareness at events within the community.	Ongoing	
	Activity 3 - Increase Advocacy Activities will be developed to increase involvement of SILC board members in advocacy statewide.	Ongoing	
Goal of the SILC, SILS and CIL Programs	Goal 4: Empower Arkansas youth with disabilities through increasing their awareness of IL philosophy.	10/01/2013	09/30/2016
	Objective 1 - Train and Educate Train and educate high school students and young adults with disabilities on leadership and the IL philosophy.	Ongoing	
Goal of the SILS and Centers Programs	Activity 1 - Counseling and Training Eligible high school students will receive counseling and training in independent living skills and self-advocacy from ARS, DSB, and the Centers.	As Scheduled	

Goal of DSB	<p>Activity 2 - Invite Speaker DSB will invite a guest speaker to present information about the IL philosophy to high school students who are blind or severely visually impaired and are attending the DSB Jump Start transition program.</p>	Ongoing	
Goal of the SILC and ARS	<p>Activity 3 - Partner with Youth Leadership Forum The SILC will collaborate with ARS and the Governor's Commission on People with Disabilities to provide technical assistance and training in leadership and tools for success for participants in the ARS Youth Leadership Forum.</p> <p>Activity 4 - Hold Forums The SILC will collaborate with ARS to engage the youth disability community by holding forums in regards to the Youth Leadership Forum and increase participation by five participants each year for a total increase of 15 over a three year period.</p>	<p>Ongoing</p> <p>Ongoing</p>	
Goal of Arkansas Rehabilitation Services	<p>Goal 5: ARS will expand IL services provided to consumers.</p> <p>Objective 1 - Enhance Consumer Interaction ARS will enhance consumer and counselor interaction.</p> <p>Activity 1 - Provide Training ARS will identify and provide training to ARS Counselors to enhance ARS IL services in collaboration with the SILC and the Centers.</p> <p>Activity 2 - Update the Customer Satisfaction Survey ARS will update the customer satisfaction survey for IL consumers. ARS counselors will dispense the survey.</p> <p>Activity 3 - Update IL Policies and Procedures An ARS workgroup will review IL policies and procedures and update as appropriate.</p>	<p>10/01/2013</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	09/30/2016

	<p>Activity 4 - Track IL Data ARS will continue to update and analyze IL data elements in the case management system.</p> <p>Activity 5 - Collaborate with Centers ARS will continue to collaborate with the Centers through increased participation in Centers' meetings. ARS will also include opportunities for the Centers to attend and provide IL training during ARS meetings and Conferences.</p>	<p>Ongoing</p> <p>Ongoing</p>	
Goal of the Division of Services for the Blind	<p>Goal 6: DSB will initiate activities to enhance IL services.</p> <p>Activity 1 - Increase Public Awareness DSB will increase public awareness of its IL services through speaking engagements, exhibit booths at related events, and media releases about success stories and IL information through the Arkansas Information Reading Services for the Blind (AIRS), NEWSLINE®, the DSB website, and the DHS communications network.</p> <p>Activity 2 - Collaborate with the SILC and Centers DSB will collaborate with the SILC and the Centers in expanding the knowledge and awareness of the independent living philosophy and promote independent living services for individuals who are blind or severely visually impaired.</p>	<p>10/01/2013</p> <p>Ongoing</p> <p>Ongoing</p>	9/30/2016
Goal of the SILS and CIL Programs	<p>Goal 7 - Outreach to Unserved and Underserved Populations and Areas</p> <p>Objective 1 - ARS, DSB, and the Centers will initiate activities to improve outreach to unserved and underserved populations and areas. The target populations for outreach are African American, Hispanic, and Pacific Islander including the Marshallese, Native American, and Asian.</p>	<p>10/01/2013</p> <p>Ongoing</p>	9/30/2016

Goal of the SILC, SILS and CIL Programs	<p>Activity 1 - Include Outreach in Public Relations Efforts</p> <p>ARS and DSB will include IL services in public relations efforts including outreach to unserved and underserved populations in brochures and public service announcements. The state agencies and the Centers will continue to include outreach through involvement in community activities. Brochures in native languages will be utilized.</p>	Ongoing	
Goal of the SILS and CIL Programs	<p>Activity 2 - Assessment of IL Needs in the State</p> <p>The SILC will collaborate with the SILS and Centers to utilize surveys, forums and focus groups with stakeholders to assess the needs for IL services. ARS counselors will distribute the survey to individuals statewide. Findings from surveys, forums and interest groups will be used to develop the next SPIL.</p> <p>Activity 3 - Coordination of Services between State Agencies and Centers</p> <p>In the catchment areas of each Center, during the implementation of the 2014-2016 SPIL, the Centers will increase their concentration in reference to the IL core service counseling and referring consumers to the appropriate state agencies for assistance with securing needed IL services. In geographical areas outside the service area of a Center, the state agencies will coordinate to provide additional IL core service counseling. The Centers will provide technical assistance to facilitate with the training of state agency counselors and the implementation of this activity.</p>	<p>Ongoing</p> <p>Ongoing</p>	
Goal of the SILC, SILS and CIL Programs	<p>Goal 8 - Improve Collaboration among the IL Partners</p> <p>Objective 1 - The partners will explore new and innovative areas for collaboration among ARS, DSB, the SILC and the Centers in provision of services and areas of mutual interest.</p> <p>Activity 1 - Collaboration among ARS, DSB, the SILC and the Centers</p> <p>ARS, DSB, SILC and the Centers will strive to</p>	<p>10/01/2013</p> <p>Ongoing</p> <p>Ongoing</p>	9/30/2016

	<p>maintain cooperative relationships. The entities will work together to build the capacity to provide and promote independent living services. The entities will collaborate in expanding the knowledge and awareness of the independent living philosophy within Arkansas.</p> <p>Activity 2 - Explore and Collaborate in Eliminating Barriers to Deinstitutionalization ARS, DSB and the Centers will explore ways to collaborate in eliminating barriers for deinstitutionalization and transition from nursing homes.</p> <p>Activity 3 - Explore and Collaborate in Transition ARS, DSB and the Centers will explore collaborative efforts in providing Transition services to high school students.</p> <p>Activity 4 - Explore and Collaborate with the Arkansas Career and Training Institute (ACTI) ARS and the Centers will explore collaboration in Centers involvement in the orientation process for new students enrolled at ACTI.</p> <p>Activity 5 - Consumer Satisfaction from the Centers to SILC The Centers will conduct consumer satisfaction surveys and provide them to the SILC.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	
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State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 1: Goals, Objectives and Activities

1.2 Objectives

1.2B Describe the steps planned regarding outreach to populations in the State that are unserved or underserved by programs under title VII, including minority groups and urban and rural populations.

- Identify the populations to be designated for targeted outreach efforts

The populations to be targeted for outreach are African American, Hispanic, Pacific Islanders, Native American and Asian.

- Identify the geographic areas (i.e., communities) in which the targeted populations reside

There are four CILs in Arkansas: (1) Delta Resource Center (2) Independent Living Resource Center d.b.a. Mainstream (3) Spa Area Independent Living Services (SAILS) and (4) Sources for Community IL Services (SOURCES). The Centers provide the four core services in 25 of the 75 counties. SOURCES service area covers four counties in the northwest corner of Arkansas. Delta Resource Center service area serves ten counties in southeast Arkansas. Mainstream service area covers five counties in central Arkansas and part of Saline County. SAILS cover five counties in the Southwest central region of the state and the remainder of Saline County. This leaves significant areas of the state that are not in a CIL service area. The counties not served include both urban and rural populations and minorities. African Americans are located in these geographical areas as well as an increasing Hispanic population. There is also a small Asian population within the state. The minority populations are not concentrated in any geographical area. The minority populations are located within the service areas of the Centers as well as in the counties served only by the DSUs. The exception is a Pacific Islander community in Northwest Arkansas.

- Describe how the needs of individuals with significant disabilities from minority group backgrounds will be addressed

ARS and DSB provide IL services and outreach activities through their field offices for underserved populations including minorities in all 75 counties. The state agencies also provide outreach through collaboration with the Arkansas Workforce Centers One-Stops throughout the state. The state agencies and Centers include outreach to these populations through public

relations efforts in brochures and public service announcements and involvement in community activities. The state agencies actively and successfully recruit minority staff. The state agencies, Centers and AILC have developed lists of organizations that provide translators of native languages. The AILC is developing a resource library that includes native languages.

1.3 Financial Plan

Describe in sections 1.3A and 1.3B, below, the financial plan for the use of Federal and non-Federal funds to meet the SPIL objectives.

1.3A Financial Plan Tables

Complete the financial plan tables covering years 1, 2 and 3 of this SPIL. For each funding source, provide estimated dollar amounts anticipated for the applicable uses. The financial plan table should include only those funding sources and amounts that are intended to support one or more of the objectives identified in section 1.2 of the SPIL. To the extent possible, the tables and narratives must reflect the applicable financial information from centers for independent living. Refer to the SPIL Instructions for additional information about completing the financial tables and narratives.

Year 1 - 2014 Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds		57,289		
Title VII Funds Chapter 1, Part B			254,320	
Title VII Funds Chapter 1, Part C			812,592	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)				
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	171,290			
Other Federal funds - other			68,750	
Non-Federal funds - State funds		29,546		
Total	171,290	86,835	1,135,662	

Year 2 - 2015 Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds		57,289		
Title VII Funds Chapter 1, Part B			254,320	
Title VII Funds Chapter 1, Part C			812,592	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)				
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	171,290			
Other Federal funds - other			68,750	
Non-Federal funds - State funds		29,546		
Total	171,290	86,835	1,135,662	

Year 3 - 2016 Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds		57,289		
Title VII Funds Chapter 1, Part B			254,320	
Title VII Funds Chapter 1, Part C			812,592	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)				
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	171,290			
Other Federal funds - other				
Non-Federal funds - State funds		29,546		
Total	171,290	86,835	1,066,912	

1.3B Financial Plan Narratives

1.3B(1) Specify how the part B, part C and chapter 2 (Older Blind) funds, if applicable, will further the SPIL objectives.

ARS and DSB Part B funds and matching funds are used to provide IL services directly to eligible individuals through ARS-VR counselors and DSB-IL Counselors. ARS objectives

include increasing emphasis on IL core services and training for counselors in IL philosophy. Most of ARS Part B funds support the operation of the CIL programs. The Centers use Part C dollars to promote the IL philosophy, including a philosophy of consumer control, transition from nursing homes and the integration of people with significant disabilities into the mainstream of society. Funds from both Part B and Part C will be utilized in outreach activities.

1.3B(2) Describe efforts to coordinate Federal and State funding for centers and IL services, including the amounts, sources and purposes of the funding to be coordinated.

Federal and state funds for the Centers and IL services are coordinated through the state plans and financial accounting procedures of ARS and DSB. Funding amounts for the AILC and Centers from the DSUs Part B and Section 110 funds are negotiated and determined by the DSUs, the AILC and the CIL programs. ARS Part B federal funds are used to support the operation of the Centers with state matching funds used to provide IL services. Innovation & Expansion funds from Section 110 are used to support the AILC. The following table gives the amounts. The amounts cover the first year of funding and are estimates since funding is under continuing resolution and difficult to estimate accurately for years two and three.

Sources Approximate Funding Amounts and Uses

Independent Living Services

Chapter I, Part B	\$ 35,455 (DSB)
State Match	3,546 (DSB)
Chapter I, Part B	5,684 (ARS)
State Match	26,000 (ARS)
ARRA	68,750 (CIL)
Federal	<u>16,150</u> (ARS)
Total	\$ 155,585

General CIL Operation

Chapter I, Part B	\$ 59,222	Delta (ARS)
	22,800	Mainstream (ARS)
	88,524	SOURCES (ARS)
	<u>83,774</u>	SAILS (ARS)
	\$ 254,320	Subtotal
Chapter I Part C	\$ 164,387	Delta
	319,431	Mainstream
	164,387	SOURCES
	<u>164,387</u>	SAILS
	\$ 812,592	Subtotal
Total	\$ 1,222,497	

SILC Resource Plan

Sec. 101(a)(18)	\$ 150,735 ARS
	<u>20,555</u> DSB
Total	\$ 171,290

1.3B(3) Describe any in-kind resources including plant, equipment or services to be provided in support of the SILC resource plan, IL services, general CIL operations and/or other SPIL objectives.

No in-kind resources are provided.

1.3B(4) Provide any additional information about the financial plan, as appropriate.

No additional information is appropriate.

1.4 Compatibility with Chapter 1 of Title VII and the CIL Work Plans

1.4A Describe how the SPIL objectives are consistent with and further the purpose of chapter 1 of title VII of the Act as stated in section 701 of the Act and 34 CFR 364.2.

The goals and objectives under Section 1 of the Arkansas SPIL are consistent and support the purposes stated in the Act:

". . . to promote a philosophy of independent living, including a philosophy of consumer control, peer support, self help, self determination, equal access, and individual and system advocacy, in order to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities, and the integration and full inclusion of individuals with disabilities into the mainstream of American society. . ."

The overall goal and mission of the SPIL is to increase the ability of Arkansans with significant disabilities to lead productive and independent lives by improving the quality and collaborative nature of independent living (IL) services provided by the IL entities in the state. The goals and objectives in the SPIL are Goal 1: Reach out to the unserved, underserved and minority populations with Objective 1-Systems Change; Goal 2: Support projects that expand and improve independent living opportunities with Objective 1-Collaborate on Emergency Preparedness Plan and Objective 2-Collaborate with Entities Concerning Domestic Violence; Goal 3: Increase public awareness regarding Independent Living and people with disabilities with Objective 1-Increase Public Awareness, Objective 2-Educate on Public Policy, and Objective 3-Educate Legislators; Goal 4: Empower Arkansas youth with disabilities through increasing their awareness of IL philosophy with Objective 1-Train and Educate; Goal 5: ARS will expand IL services provided to consumers with Objective 1-Enhance Consumer Interaction; Goal 6: DSB will initiate activities to enhance IL services; Goal 7: Outreach to Unserved and Underserved Populations and Areas with Objective 1-ARS, DSB, and the Centers will initiate activities to improve outreach; and Goal 8-Improve Collaboration among the SILS partners with Objective 1-The partners will explore new and innovative areas for collaboration. The SPIL provides financial assistance for providing, expanding, and improving the provision of

independent living services; to develop and support statewide networks of centers for independent living; and for improving working relationships among independent living entities including ARS, DSB, AILC, the Centers and their partners.

1.4B Describe how, in developing the SPIL objectives, the DSU and the SILC considered and incorporated, where appropriate, the priorities and objectives established by centers for independent living under section 725(c)(4) of the Act.

The Centers are working partners with ARS, DSB and the AILC in development of the SPIL objectives. The SPIL objectives were developed through collaboration with ARS, DSB, the AILC and the Centers. The priorities and objectives of the Centers' work plans were considered and incorporated into the SPIL objectives. These included emphasis on increasing capacity, enhancement of services, increasing collaboration with the IL entities, transition from nursing home, outreach to unserved areas of the state, and training in IL philosophy.

1.5 Cooperation, Coordination, and Working Relationships among Various Entities

Describe the steps that will be taken to maximize the cooperation, coordination and working relationships among the SILS program, the SILC, and centers; the DSU, other State agencies represented on the SILC and other councils that address the needs of specific disability populations and issues; and other public and private entities determined to be appropriate by the SILC.

The description must identify the entities with which the DSU and the SILC will cooperate and coordinate.

ARS, the Division of Services for the Blind and the AILC cooperate and coordinate with a variety of entities. Cooperation takes place in carrying out activities of planning and coordinating services to people with disabilities to build capacity in communities and agencies, improve the quality and quantity of services and to avoid duplication of services. The AILC solicits a Board of Directors comprised of individuals representing a broad range of stakeholders and interested parties regarding IL services. Organizations represented include the Arkansas Department of Human Services, Client Assistance Program, a director of Disability Student Services at a prominent university, the Spinal Cord Commission, a representative of local government, disability service providers, and consumers. Both ARS and DSB are represented on the AILC Board and attend meetings. A Center Director is on the Board as a representative of the Centers. These members interact with their respective agencies and organizations, network and cooperate, and coordinate with ARS, DSB, the AILC and the Centers.

1.6 Coordination of Services

Describe how IL services funded under chapter 1 of title VII of the Act will be coordinated with and complement other services to avoid unnecessary duplication with other Federal, State, and local programs, including the OIB program authorized by chapter 2 of title VII of the Act, that provide IL- or VR-related services.

ARS, DSB and the SILC are aware of all IL and VR services within the state. Cooperative agreements are in place with the Department of Education, Special Education-Transition, and Career Education (Vocational Education). Cooperative agreements are implemented with DDS and Mental Health. Services are planned and coordinated to supplement and avoid duplication including the DSB Older Blind Program. All recipients of financial assistance under Chapter 1 and Chapter 2, adopt such fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of, and accounting for funds paid to the State under Chapter 1 and 2. Case record files are maintained that document and fully disclose disbursement for all services. ARS and DSB comply with written policies concerning comparable benefits that require the counselor to determine and utilize benefits from any other agency that could be utilized in the consumer's individualized written IL plan.

IL is the foundation for VR services and through the Governor's Executive Order 10-17, DSB coordinates with other state agencies to remove barriers and increase employment of Arkansans with disabilities. The Executive Order requires the coordination of disability service providers, consumer advocates, and the state agencies administering disability services, Vocational Rehabilitation, Workforce Services, and Education. Executive Order 10-17 calls for the training of staff and counseling of consumers on Social Security work incentives, the Ticket to Work program, and employment and navigation services for individuals with disabilities who want to work. It aims to increase the availability and use of supported employment through interagency collaboration and reallocation of existing funds to better meet the needs of individuals with the most significant disabilities.

1.7 Independent Living Services for Individuals who are Older Blind

Describe how the DSU seeks to incorporate into, and describe in, the State plan any new methods or approaches for the provision of IL services to older individuals who are blind that are developed under the Older Individuals who are Blind program and that the DSU determines to be effective.

DSB has contracted with World Services for the Blind to serve consumers in the Older Individuals who are Blind program.

The DSB Older Blind Advisory Committee continues to meet and collect consumer input and provide advocacy. The DSB Director/designee attends the committee meetings to encourage active dialog. Minutes of the OIB Advisory Committee, along with those of DSB Board meetings and the annual evaluation by the independent contractor, Mississippi State Center on Blindness and Low Vision, lay the foundation for identifying and assessing the value of innovative practices. Mississippi State also conducts an annual client satisfaction survey.

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 2: Scope, Extent, and Arrangements of Services

2.1 Scope and Extent

2.1A Check the appropriate boxes in the SPIL Instrument table indicating the types of IL services to be provided to meet the objectives identified in section 1.2 of this SPIL, and whether the services will be provided by the CILs or by the DSU (directly and/or through contract or grant).

Table 2.1A: Independent living services	Provided by the DSU (directly)	Provided by the DSU (through contract and/or grant)	Provided by the CILs (Not through DSU contracts/ grants)
Core Independent Living Services - Information and referral	Yes	No	Yes
Core Independent Living Services - IL skills training	Yes	No	Yes
Core Independent Living Services - Peer counseling	Yes	No	Yes
Core Independent Living Services - Individual and systems advocacy	Yes	No	Yes
Counseling services, including psychological, psychotherapeutic, and related services	Yes	No	No
Services related to securing housing or shelter, including services related to community group living, and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by, individuals with significant disabilities)	Yes	No	Yes
Rehabilitation technology	Yes	No	Yes
Mobility training	Yes	No	Yes
Services and training for individuals with cognitive and sensory disabilities, including life	Yes	No	Yes

skills training, and interpreter and reader services			
Personal assistance services, including attendant care and the training of personnel providing such services	No	No	Yes
Surveys, directories and other activities to identify appropriate housing, recreation, accessible transportation and other support services	No	No	Yes
Consumer information programs on rehabilitation and IL services available under this Act, especially for minorities and other individuals with disabilities who have traditionally been unserved or underserved by programs under this Act	Yes	No	Yes
Education and training necessary for living in the community and participating in community activities	Yes	No	Yes
Supported living	No	No	No
Transportation, including referral and assistance for such transportation	Yes	No	Yes
Physical rehabilitation	Yes	No	No
Therapeutic treatment	Yes	No	No
Provision of needed prostheses and other appliances and devices	Yes	No	No
Individual and group social and recreational services	No	No	Yes
Training to develop skills specifically designed for youths who are individuals with significant disabilities to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and explore career options	Yes	No	Yes
Services for children with significant disabilities	No	No	Yes
Services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with significant disabilities	No	No	Yes
Appropriate preventive services to decrease the need of individuals with significant disabilities for similar services in the future	No	No	Yes
Community awareness programs to enhance the understanding and integration into society of individuals with disabilities	Yes	No	Yes
Other necessary services not inconsistent with the Act	Yes	No	Yes

2.1B Describe any service provision priorities, including types of services or populations, established for meeting the SPIL objectives identified in section 1.2.

ARS, DSB, and the Centers with support from the AILC have a priority for outreach to unserved and underserved populations within the service areas of minority populations including African Americans, Native Americans, Pacific Islanders, Hispanics and Asians. The Centers have a priority in transition services of individuals with disabilities from nursing homes to IL settings. The IL entities are seeking to collaborate and explore new and innovative approaches to provide services more effectively in the geographical areas of the state that are not in the service area of a CIL through coordination of services between the Centers and the state agencies.

2.1C If the State allows service providers to charge consumers for the cost of services or to consider the ability of individual consumers to pay for the cost of IL services, specify the types of IL services for which costs may be charged and for which a financial need test may be applied, and describe how the State will ensure that:

- Any consideration of financial need is applied uniformly so that all individuals who are eligible for IL services are treated equally; and
- Written policies and consumer documentation required by 34 CFR 364.59(d) will be kept by the service provider.

Indicate N/A if not applicable.

DSB and the Centers do not consider a financial needs test in the provision of IL services. ARS follows a financial needs policy outlined in its Economic Need policy. Financial need is considered not as a condition for furnishing a service, but is utilized to determine if the individual has adequate financial resources to contribute towards the cost of their independent living services. The policy is in written form in the ARS Policy and Procedures Manual to facilitate uniformity in application. A financial needs test is applied to IL services with the exception of assessment of rehabilitation needs, including rehabilitation technology, except for those services other than of a diagnostic nature which are provided under extended evaluation; and counseling, guidance and referral services. Case record files are maintained by ARS on each individual provided IL services.

2.2 Arrangements for State-Provided Services

2.2A If the DSU will provide any of the IL services identified in section 2.1A through grants or contractual arrangements with third parties, describe such arrangements.

ARS and DSB do not provide any IL services through grants or contracts. ARS and DSB services are provided directly or purchased individually.

2.2B If the State contracts with or awards a grant to a center for the general operation of the center, describe how the State will ensure that the determination of an individual's eligibility for services from that center shall be delegated to the center.

ARS and DSB provide grants to the CIL programs for operations. All CIL staff and operations of the Centers are separate and independent from ARS and DSB. All case service records of individuals provided IL services by the Centers are housed in the Centers. The Centers are located independently from ARS and DSB offices.

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 3: Design for the Statewide Network of Centers

3.1 Existing Network

Provide an overview of the existing network of centers, including non-Part C-funded centers that comply with the standards and assurances in section 725 (b) and (c) of the Act, and the geographic areas and populations currently served by the centers.

There are four Centers for Independent Living in Arkansas. The Centers provide the four core services in 25 of the 75 counties. There are no non-Part C-funded centers in Arkansas. The Centers are as follows:

1. Spa Area Independent Living Services, Inc. (SAILS)
2. Independent Living Resource Center d.b.a. Mainstream
3. Delta Resource Center
4. Sources for Community Independent Living Services, Inc. (SOURCES)

SAILS

Spa Area Independent Living Services, Inc. (SAILS) serves Garland, Hot Spring, Clark, Saline, Montgomery and Pike counties in Arkansas. According to the United States 2010 Census, and 2011 American Community Survey, the population estimates of these counties are 280,940 with approximately 52,536 reporting a disability and 35,398 reporting a significant disability. Statistics show this population as being 88% white, 8.7% African American, 4.07% Hispanic and approximately 1% Native American, Asian and Pacific Islander combined.

New estimates from the 2010 U.S. Census Bureau show that Arkansas' Hispanic population is now approximately 6.7% of its population. In its last reporting year SAILS served 71% white, 24% African American and less than 1% Hispanic, Native American, Asian and Pacific Islander. These statistics indicate that the Hispanic population is being underserved in our service area and needs to be a priority in SAILS outreach efforts. Also, SAILS service area is extremely rural with Garland County being the most metropolitan area because of the city of Hot Springs. Saline County is growing but still consists of very rural areas. In the last reporting year 77% of the people served were from the Garland County area indicating an additional underserved population of people with disabilities in rural areas. This will also be a priority for SAILS outreach efforts.

In our attempts to reach the Hispanic population SAILS has hired two individuals who are Hispanic and bilingual. This will continue to be a priority for SAILS

Mainstream

Independent Living Resource Center d.b.a. Mainstream is a cross-disability organization that serves persons with various significant disabilities in central Arkansas. The Center has a successful history of working with people from diverse backgrounds and ethnicities. Mainstream provides assistance to the following minority populations: African American, Native American, Asian American, individuals of Hispanic or Latino descent and Pacific Islanders. The Center's catchment area includes the following counties: Faulkner, Lonoke, Perry, Prairie and Pulaski.

Data from the 2010 U.S. Census indicates that there are approximately 2,949,131 people who reside within the state of Arkansas. Therefore, based on the statistical data, it is estimated that the combined population totals for the counties served by Mainstream is approximately 583,501. From the informational data collected by the 2010 US Census Bureau, it is estimated that 73,521 of those persons surveyed could potentially have a disability and 109,115 could potentially have a significant disability, which severely limits their daily activities.

Mainstream, in accordance with its mandate from the United States Department of Education Office Of Special Education and Rehabilitative Services Rehabilitation Services Administration provides technical assistance and Independent Living Services in five of the 75 counties in Arkansas. Therefore, the Center has the potential to serve 18.7% of persons with disabilities in Arkansas with adequate resources being available. Mainstream's catchment area represents 6.7% of counties in Arkansas. It is estimated that 17% in Mainstream's catchment area are persons of minority descent who are unserved or underserved persons with disabilities.

It is estimated that 41,272 people of Hispanic or Latino descent reside in Pulaski County, which is Mainstream's most populated catchment area. Out of that number, it is estimated that approximately 5,200 of those residents could potentially have significant disabilities. The Hispanic or Latino populations live in both the urban and rural areas of the Center's catchment area. This segment of the population is unserved, due to language barriers and cultural basis. Therefore, Mainstream has the potential to serve another 5.8% of the non-traditional minority population in Arkansas. In order to connect with this group, the Center will collaborate with community organizations that provide services to this segment of the population as well as with community Faith-Based groups or organizations. Mainstream recognizes that the deaf community continues to be an underserved population in the Center's catchment area. Therefore, over the next three years, the Center plans to further increase its outreach effort to reach this target population for the purpose of providing technical assistance and Independent Living Services upon request during the 2014-2016 State IL Plan.

Delta Resource Center

Delta Resource Center (Delta) serves ten counties. Jefferson County, which is the largest county served includes the city of Pine Bluff, which is the only metropolitan area within the service area. According to the 2010 U.S. Census and the 2011 American Community Survey, the population estimates of these counties are 211,929 with approximately 39,631 reporting a disability and 26,703 with a significant disability. Delta's service area is predominantly rural and

represents 56% of the total number of persons with disabilities living in this part of the state. Statistics show this population on average as being 67% white, 31% African American, 4% Hispanic and less than 1% Native American, Asian and Pacific Islander. Only three of the counties are near Pine Bluff. Transportation continues to be a barrier for persons with disabilities in this service area. Home visits and community networks are the most effective ways to reach those who require services. Delta's approach to increasing and enhancing IL services for underserved areas includes promotion and education of CIL services and establishing networks with other service organizations and building relationships with community organizations. Delta will continue to expand services and find new and innovative ways to meet the unmet needs within the service areas.

SOURCES

Sources for Community Independent Living Services, Inc. (SOURCES) is a cross-disability organization that serves persons with various significant disabilities in northwest Arkansas. SOURCES has a successful history of working with people from diverse backgrounds, experiences, ethnicities and cultures.

In 2012, Sources provided assistance to the following minority populations: African American, Native American, Asian American, individuals of Hispanic/Latino descent and Pacific Islanders. SOURCES also provided services to the Deaf Community and the deaf and hard-of-hearing population in northwest Arkansas.

SOURCES serves Benton, Carroll, Madison, and Washington counties in Arkansas. According to the 2010 Census and 2011 American Community Survey, the population estimates for these counties are 457,532, with approximately 85,500 reporting a disability and 57,650 reporting a significant disability. Statistics show this population on average as being 84% white, 1% African American, 13% Hispanic and approximately 2% Native American, Asian and Pacific Islander combined.

New estimates from the U.S. Census Bureau show that Arkansas' Hispanic population is continuing to grow. SOURCES' 704 report demographics indicate its independent living services and support were distributed as follows: 73% white, 5% African American and less than 1% Native American, Asian and Pacific Islander, and SOURCES saw an 18% increase to the Hispanic/Latino community. These statistics indicate that the Hispanic population remains underserved in SOURCES' service area and continues to be a priority in SOURCES outreach efforts.

SOURCES' approach to increasing and enhancing independent living services for underserved areas and populations includes: promotion and education of CIL services; establishing networks and collaborations with other service organizations; building relationships with community organizations; and using technology.

3.2 Expansion of Network

Describe the design for the further expansion of the network, including identification of the unserved and underserved areas in the State and the order of priority for serving these areas as additional funding becomes available (beyond the required cost-of-living increase).

Unserved and Underserved Areas

Arkansas has no non-Part C Centers within the state. There are four Part C CILs in Arkansas: (1) Delta Resource Center (2) Independent Living Resource Center d.b.a. Mainstream (3) Spa Area Independent Living Services (SAILS) and (4) Sources for Community IL Services (SOURCES). The Centers serve 25 of the 75 counties in the state. SOURCES service area covers four counties in the northwest corner of Arkansas – Benton, Carroll, Washington, and Madison. Delta Resource Center service area serves ten counties in southeast Arkansas – Grant, Jefferson, Arkansas, Cleveland, Lincoln, Desha, Bradley, Drew, Ashley and Chicot. Mainstream service area covers five counties in central Arkansas – Pulaski, Perry, Faulkner, Lonoke, Prairie and part of Saline County. SAILS covers five counties in the Southwest central region of the state – Clark, Garland, Hot Spring, Montgomery, Pike and the remainder of Saline County. This leaves 50 counties in the state that are not in a CIL service area. The counties not served include:

Baxter	Fulton	Marion	Scott
Boone	Greene	Miller	Searcy
Calhoun	Hempstead	Mississippi	Sebastian
Clay	Howard	Monroe	Sevier
Cleburne	Independence	Nevada	Sharp
Columbia	Izard	Newton	Stone
Conway	Jackson	Ouachita	Union
Craighead	Johnson	Phillips	Van Buren
Crawford	Lafayette	Poinsett	White
Crittenden	Lawrence	Polk	Woodruff
Cross	Lee	Pope	Yell
Dallas	Little River	Randolph	
Franklin	Logan	Saint Francis	

Expansion of Arkansas's Statewide Network

The first priority of serving an unserved area of the state is to establish a Part C CIL. If a Part C grant is relinquished or terminated, a new CIL would be established in the closed grant's service area. The order of priority for establishing a new CIL includes a minimum annual funding level. The minimum funding level to establish a new CIL is \$150,000 of Part C funds, if that amount of Part C funds is available after RSA has provided a COLA and Part C funds to existing centers at the level of funding the centers received the previous year.

1. The first priority area for expansion of the IL network into unserved and underserved areas of the state is in Northeast Arkansas, serving the counties of Craighead, Mississippi, Poinsett, Cross and Crittenden. The Mississippi Delta is an economically depressed area and includes a significant minority population and a significant number of individuals with disabilities according to the Maximus SSA Beneficiary Distribution Website. The major population concentration is in Jonesboro and the surrounding area in Craighead County. Mississippi County is the next most populated area, which borders Craighead County on the west and the Mississippi Delta on the east. When the State's allotment is sufficient to fund a new Part C center in this region, the center will serve Craighead, Mississippi, Poinsett, Cross and Crittenden Counties. Even though Part C funds are not available at this time, the SILS partners are exploring the possibility of opening a satellite CIL office in the city of Jonesboro using non-Part C funds. This would not be a full-fledged non-Part C Center, but a part-time information and referral satellite with the intention of eventually growing into a full status Center. A business plan will be developed and funding sources in the community explored. If the satellite can be implemented and sufficient funding becomes available, future growth will involve expansion into a stand-alone CIL initially serving Craighead and Mississippi Counties, and expanding into Poinsett, Cross and Crittenden Counties as adequate funding becomes available.
2. The second priority is a center in the Southwest area, serving the counties of Miller, Lafayette, Hempstead and Little River. Miller County includes the city of Texarkana, and is the most populated county.

Spa Area Independent Living Services, serving the counties just north of this unserved area has plans to establish a branch office which will provide services to the above listed counties. This branch office will be operated with non-Part C funding. The branch office most likely will be located in Hempstead County in the city of Hope because it is centrally located for the counties to be served and is large enough to support a branch office. Initially, the services offered by the branch office will be transition from nursing homes, case management for AAPD waiver participants, housing assistance and information and referral.

3. The third priority is a center in the North Central counties, serving the counties of White, Cleburne, Independence, Jackson, and Woodruff. White County includes the city of Searcy and is the most populated.

The expansion of Independent Living service offerings will follow a specific process. Information provided via Centers for Independent Living, community forums and grassroots organizations establish the need for an additional Center for Independent Living. The feasibility determination process will consist of the following components: (1) compilation of data supporting the expansion; (2) formation of a committee charged with investigating the capacity of the community under consideration to support a new Center and the impact on existing Centers with contiguous service areas; (3) development of a community action plan to address deficiencies if expansion is recommended; (4) establishment of satellite center if expansion is recommended under mentorship of existing Center geographically nearest the new service area;

and (5) the satellite Center becomes independent upon development of funds necessary to fully support autonomy. Note that components (4) and (5) apply only to centers established with state or Part B funds since Part C has its own requirements for establishment of a new center.

If the amount of excess regular fiscal year Part C funds beyond the COLA is insufficient for the Commissioner of RSA to hold a competition to establish a new Part C center, the DSU and SILC will distribute any excess regular Part C funds proportionately among the four existing Part C centers.

When expansion of the IL network is not feasible, or recommended, the DSU and SILC in coordination with the existing Centers may:

1. Identify the unserved and underserved populations in the existing IL network catchment areas. Unserved and underserved populations may include, but are not limited to groups or populations of individuals with significant disabilities who:
 - a. Have physical, cognitive or sensory impairments
 - b. Are members of racial or ethnic minority groups in the catchment areas
 - c. Live in rural areas
 - d. Are elderly; or
 - e. Have been identified by the IL networks, the DSU, or the SILC as unserved or underserved within a Center's project area.
- Sources for Community Independent Living Services in northwest Arkansas plans to conduct outreach sessions with the Latino and Marshallese populations, the elderly, and rural Counties of Madison and Carroll.
 - SAILS' identified unserved and underserved populations are the Latino population in Garland County and Clark County and rural population in Saline, Hot Spring, Montgomery and Pike Counties. SAILS' plans include connecting with the Workforce centers and/or other agencies that already have established locations in the rural counties of its coverage area and developing a plan to improve services in the aforementioned rural areas.
 - Mainstream will use the funds as a mechanism to reach an ever-increasing Hispanic population and rural African-American elderly in central Arkansas and the development of educational programs with other community stakeholders that have access to the diverse population.
 - Delta Resource Center's service area is predominantly rural and represents 56% of the total number of persons with disabilities living in this part of the state. Only three of the counties are near Pine Bluff which is considered the only metropolitan area. Transportation is a huge need for persons in this service area and is mostly unavailable, so home visits and community networks are the most effective ways to reach those in need. Delta's approach to increasing and enhancing IL services for underserved areas includes promotion and education of

CIL services and establishing networks with other service organizations and building relationships with community organizations.

2. Develop a plan to reach the unserved or underserved populations (Outreach)
3. Determine need of service
4. Implement the requested services
5. Document the efforts

3.3 Section 723 States Only

3.3A If the State follows an order of priorities for allocating funds among centers within a State that is different from what is outlined in 34 CFR 366.22, describe the alternate order of priority that the DSU director and the SILC chair have agreed upon. Indicate N/A if not applicable.

N/A

3.3B Describe how the State policies, practices and procedures governing the awarding of grants to centers and the oversight of these centers are consistent with 34 CFR 366.37 and 366.38.

N/A

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 4: Designated State Unit (DSU)

4.1 Administrative Support Services

4.1A Describe the administrative support services to be provided by the DSU for the SILS (Part B) program and, if the State is a Section 723 State, for the CIL (Part C) program.

Refer to the SPIL Instructions for additional information about administrative support services.

ARS and DSB receive, account for, and disburse funds received for the SILS program based on the State Plan for Independent Living. All administrative support for ARS and DSB IL programs is provided through employees of ARS and DSB. All staff and employees of the AILC and the Centers are employed exclusively by them and are not state employees.

4.1B Describe other DSU arrangements for the administration of the IL program, if any.

The staffs of ARS and DSB administer the state agencies' IL programs. ARS and DSB staffs are available for technical assistance to the AILC and Centers. Technical assistance and communication take place on an ongoing basis and are encouraged in order to support the overall state IL program.

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 5: Statewide Independent Living Council (SILC)

5.1 Resource plan

5.1A Describe the resource plan prepared by the SILC in conjunction with the DSU for the provision of resources, including staff and personnel, made available under parts B and C of chapter 1 of title VII, section 101(a)(18) of the Act, and from other public and private sources that may be necessary to carry out the functions of the SILC identified in section 705(c). The description must address the three years of this SPIL.

- Refer to the SPIL Instructions for more information about completing this section.

Funding for the resource plan of the AILC is provided by ARS and DSB from Section 110 Innovation and Expansion funds. ARS provides 88% and DSB 12% of the funds for the resource plan of the AILC. The amounts of the AILC resource plan projected for FY '14, '15 and '16 are \$171,290 for each fiscal year depending on the status of Sequestration and funding cuts. The AILC, ARS and DSB develop the resource plan collaboratively. The plan provides all resources for the AILC including staff and personnel. All funds are provided by the DSUs. There are no other public or private funds included in the resource plan.

5.1B Describe how the following SILC resource plan requirements will be addressed.

- The SILC's responsibility for the proper expenditure of funds and use of resources that it receives under the resource plan.

The AILC has approved financial policies and procedures that ensure all funds are expended appropriately and with integrity. These policies are executed with authority by the Executive Director and with oversight from the AILC Council. The Financial records are reviewed monthly by the Executive Director and the AILC Council and reported to all appropriate entities. Funding for the AILC yearly resource plan is outlined in a written grant agreement with ARS and DSB. The expenditures under the resource plan are monitored periodically by both ARS and DSB, and reviewed annually through a year-end financial review, which is provided to both DSUs. There is a written contract with the AILC regarding funding. The contract requires written records, access and records retention. The contract requires the AILC to comply with applicable EDGAR fiscal and accounting requirements and by generally accepted accounting procedures and requirements of the state of Arkansas. The AILC agrees to allow DSU staff or other designees, to conduct program monitoring and evaluation during normal working hours. Termination may be

immediate if at any time, the DSU concludes that AILC has not fully performed any/all the responsibilities under this agreement, an emergency situation arises or funding is not available. This does not affect any legal rights the DSU has in the recovery process related to damages if the AILC has not performed according to the terms of the agreement.

- Non-inclusion of conditions or requirements in the SILC resource plan that may compromise the independence of the SILC.

The AILC is an independent 501(c)(3) non-profit corporation with a governor appointed Board of Directors. The AILC is placed administratively outside the government structure. The AILC is physically located autonomously from any state government buildings. A clause has been developed to add to the contract to insure that the DSU will not include conditions or requirements in the AILC resource plan that would compromise the independence of the SILC.

- Reliance, to the maximum extent possible, on the use of resources in existence during the period of implementation of the State plan.

ARS and DSB provide funding for the AILC resource plan through a written grant agreement. The amounts are agreed upon within the State Plan for Independent Living and ratified by the AILC Board of Directors and the Directors of the DSUs. Spending is monitored through the finance sections of both ARS and DSB.

5.2 Establishment and Placement

Describe how the establishment and placement of the SILC ensures its independence with respect to the DSU and all other State agencies. Refer to the SPIL Instructions for more information about completing this section.

The AILC obtained Articles of Incorporation on November 21, 1994 and gained status as an independent 501(c)(3) non-profit corporation on February 2, 1995. The Governor appoints the Board of Directors. The AILC is located outside the state government structure.

5.3 Appointment and Composition

Describe the process used by the State to appoint members to the SILC who meet the composition requirements in section 705(b). Refer to the SPIL Instructions for more information about completing this section.

The AILC tracks appointments and expirations of terms of Board members. A database was developed to assist in tracking and to monitor composition requirements. The AILC created a nominating committee to monitor and nominate candidates for Board membership. The Governor appoints members to the AILC Board of Directors. The Governor's office notifies the AILC of appointments when they are completed. Prospective members are recommended to the Governor through collaborative effort by the AILC and Directors of ARS and DSB. ARS, DSB, the AILC and the Governor collaborate to insure that the members meet AILC composition and qualifications requirements. The AILC selects a chairperson from among the voting membership

of the Council. Membership terms of service are for three years, for no more than two consecutive terms. A member appointed to fill a vacancy occurring prior to the expiration of the term for another member, is appointed for the remainder of such term. Terms are appointed on a staggered basis. Vacancies are filled by appointment of the Governor.

5.4 Staffing

Describe how the following SILC staffing requirements will be met.

- SILC supervision and evaluation, consistent with State law, of its staff and other personnel as may be necessary to carry out its functions.

The AILC maintains written policy and procedures in its AILC Personnel Policies in conformance with state and federal law. The executive director is supervised and evaluated by the SILC Council. The office manager is supervised and evaluated by the SILC executive director. Evaluations are done on an annual basis.

- Non-assignment of duties to SILC staff and other personnel made available by the DSU, or any other State agency or office that would create a conflict of interest while assisting the SILC in carrying out its duties.

The DSUs do not assign duties to SILC staff and other personnel are not made available by the DSU or other State agency or office. The SILC is an independent 501(c)(3) non-profit agency and no DSU staff or personnel are employed by the SILC.

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 6: Service Provider Requirements

Describe how the following service provider requirements will be met:

6.1 Staffing

- Inclusion of personnel who are specialists in the development and provision of IL services and in the development and support of centers.

ARS, DSB and the Centers maintain personnel policies that encourage hiring staff and utilizing individuals that are knowledgeable and specialists in VR and IL services. Counselors are CRC certified or working toward certification. ARS Successful Employment through Assistive Technology (SEAT) and Increasing Capabilities Access Network (ICAN) programs have specialists in assessment, and provision of assistive technology and rehabilitation technology that work with IL consumers. DSB has rehabilitation teachers and mobility instructors that are specialists in IL. The Centers have policy and procedures that cover personnel, financial, service provision and office procedures. The job description includes requirements under the section “Acceptable Training and Experience” that include a “Bachelors Degree in rehabilitation or other related field is preferred; two or more years in community organizing and training; personal disability or experience with the disabled population; and knowledge of disability laws, policies and regulations. The Centers are developing a uniform written policy that will specifically cover inclusion of personnel who are specialists in the development and provision of IL services, and in the development and support of Centers.

- Availability, to the maximum extent feasible, of personnel able to communicate (1) with individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication devices, Braille, or audio tapes and (2) in the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under title VII of the Act.

The DSUs and the CILs seek to employ individuals with skills in alternative modes of communication and native languages. The ARS assistive technology project has staff that is trained and utilizes vendors certified in alternative communication devices. Each entity has staff or contracts with interpreters of Spanish and other languages, sign language interpreters for the deaf and hard of hearing, and Braille.

- Establishment and maintenance of a program of staff development for all classes of positions involved in providing IL services and, where appropriate, in administering the CIL program, improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy.

The DSUs and CILs have written policy requiring and making available continuing education, training, and staff development for all classes of positions involved in providing IL services. ARS has provided training in IL philosophy. ILRU on-line training will also be provided to the DSU's and CIL's staff.

- Affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act.

The DSUs have written policy in compliance with section 503 of the Act. Uniform written policy is being developed on affirmative action with all the CILs.

6.2 Fiscal Control and Fund Accounting

- Adoption of those fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for funds made available through parts B and C of chapter 1 of title VII of the Act, in addition to complying with applicable EDGAR fiscal and accounting requirements.

ARS and DSB have adopted internal accounting controls complying with applicable EDGAR fiscal and accounting requirements, and as required by generally accepted accounting procedures and requirements of the state of Arkansas. The internal controls of the agency are subject to an annual audit by the Arkansas Legislative Audit under the requirements of the Single Audit Act, and the Compliance Supplement. The AILC and Centers have internal accounting controls in compliance with state and federal law. The AILC and Centers maintain their own financial records in house and retain this information using an accounting software system. The Centers use an outside accounting service to prepare payroll for the organizations and to conduct a monthly external bank statement audits. The AILC and Centers maintain written policy under Financial Policy and Procedures. The Centers will develop uniform policy and procedures for use in all Centers.

6.3 Recordkeeping, Access and Reporting

- Maintenance of records that fully disclose and document the information listed in 34 CFR 364.35.

The DSUs and Centers maintain fiscal records, personnel records, and consumer files in accordance with the Education Department of General Administrative Regulations.

- Submission of annual performance and financial reports, and any other reports that the Secretary determines to be appropriate

All appropriate reports are submitted to the Secretary or Commissioner as required.

- Access to the Commissioner and the Comptroller General, or any of their duly authorized representatives, for the purpose of conducting audits, examinations, and compliance reviews, to the information listed in 34 CFR 364.37.

All records and files are available for review by authorized personnel.

6.4 Eligibility

- Eligibility of any individual with a significant disability, as defined in 34 CFR 364.4(b), for IL services under the SILS and CIL programs.

ARS and DSB maintain policy and procedures in compliance with federal and state law regarding eligibility, information and referral, non-discrimination, and no residency requirement other than presence in the state.

- Ability of any individual to seek information about IL services under these programs and to request referral to other services and programs for individuals with significant disabilities.

Ability to seek information, eligibility determination, information and referral, non-discrimination, and non-exclusion from IL services based on residency are included in written policy and procedures. The individual Centers have policy and procedures for these issues. The Centers will develop uniform policy and procedures for use in all Centers on ability of any individual to seek information about IL services under these programs, and to request referral to other services and programs.

- Determination of an individual's eligibility for IL services under the SILS and CIL programs in a manner that meets the requirements of 34 CFR 364.51.

The Centers have uniform policy and procedures for use in all Centers on determination of an individual's eligibility for IL services, under the SILS and CIL programs in a manner that meets the requirements of 34 CFR 364.51.

- Application of eligibility requirements without regard to age, color, creed, gender, national origin, race, religion, or type of significant disability of the individual applying for IL services.

The Centers have uniform policy and procedures for use in all Centers on application of eligibility requirements without discrimination.

- Non-exclusion from receiving IL services of any individual who is present in the State and who is otherwise eligible for IL services, based on the imposition of any State or local residence requirement.

The Centers have uniform policy and procedures for use in all Centers on non-exclusion from receiving IL services of any individual who is present in the State, and who is otherwise eligible for IL services, based on the imposition of any State or local residence requirement.

6.5 Independent Living Plans

- Provision of IL services in accordance with an IL plan complying with Sec. 364.52 and mutually agreed upon by the individuals with significant disabilities and the appropriate service provider staff unless the individual signs a waiver stating that an IL plan is unnecessary.

ARS' and DSB's IL plans are developed for each individual in compliance with federal and state law. The Centers' IL Plans are developed or waived at application, and included in a packet that also outlines the grievance procedure and CAP information including contact numbers. The Centers will develop uniform policy and procedures regarding provision of IL services for use in all Centers. The Centers' Independent Living Plans are developed with the consumer with emphasis on consumer control. The Centers promote consumer involvement and offer individuals every opportunity to be active participants in the development of their IL Plans.

6.6 Client Assistance Program (CAP) Information

- Use of accessible formats to notify individuals seeking or receiving IL services under chapter 1 of title VII about the availability of the CAP program, the purposes of the services provided under the CAP, and how to contact the CAP.

ARS and DSB will provide each client with Client Assistance Program (CAP) information at application and make it available throughout the IL process. The Centers have written policy requiring notification of clients and applicants of the CAP. The Centers use a CAP informational pamphlet that is given to consumers at intake, and information is provided about the Disability Rights Center, the Protection and Advocacy group in Arkansas. The CAP information is made available in accessible formats.

6.7 Protection, Use and Release of Personal Information

- Adoption and implementation of policies and procedures meeting the requirements of 34 CFR 364.56(a), to safeguard the confidentiality of all personal information, including photographs and lists of names.

ARS and DSB have written policy in compliance with federal and state law. The Centers have written policy to not release any personal information on consumers or employees without their written authorization. This is to ensure confidentiality in accordance with all federal laws and regulations. The CIL principle of confidentiality is maintained for all programs, departments, functions, and activities in accordance with policies and procedures of the organization.

State Plan for Independent Living (SPIL)

State: Arkansas

Agency: Arkansas Rehabilitation Services

Plan for: 2014-2016

Submitted in fiscal year: 2013

Part II: Narrative

Section 7: Evaluation

Describe the method that will be used to periodically evaluate the effectiveness of the plan in meeting the objectives established in Section 1. The description must include the State's evaluation of satisfaction by individuals with significant disabilities who have participated in the program.

Section 7: Evaluation

Goal(s) and the related Objective(s) from Section 1	Method that will be used to evaluate
Mission of the SILS and CIL Programs Goal of the SILC Goal of the Centers for Independent Living Goal of the Division of Services for the Blind Goal of Arkansas Rehabilitation Services	<p>The Arkansas State Independent Living Council (SILC), ARS and DSB are responsible for monitoring, reviewing, and evaluating the implementation of the State Plan for Independent Living (SPIL). The AILC will utilize the following evaluation components to ensure compliance with the requirements of Section 7. These include:</p> <ol style="list-style-type: none">1. The AILC has elected a committee to monitor, review and evaluate progress on implementation and meeting the objectives and activities of the SPIL.2. The AILC will address as part of its quarterly business funding whether the resource plan timelines or funding are adequate and need adjustments in order to meet current and future needs.3. Submitting the annual 704 report to Rehabilitation Services Administration in conjunction with ARS and DSB. The AILC will complete the information for Part 1 of the report and submit it to the DSUs. ARS will include the information in the full report that they submit to RSA not more than 120 days after the end of the federal fiscal year. The AILC will monitor and review the 704 report quarterly.4. Publishing an Annual Report. This report will review the AILC's activities, successes, and problems over the previous fiscal year. It will be made available to the AILC's mailing list, through request by e-mail, and on the AILC's website.

	<p>5. AILC Review. The AILC will review the progress of the SPIL quarterly. Goals and objectives will be evaluated for quantitative and qualitative results.</p> <p>6. Consumer compilations. All written comments from consumers received by the AILC regarding IL services will be kept on record and considered in the development of the 704 report. The AILC newsletter will continue to encourage consumers to send comments. Comments sent to the newsletter may be published in the newsletter.</p> <p>7. The AILC will compile all customer satisfaction surveys from the Centers, ARS and DSB and publish the results annually. These will be assessed for effectiveness and to identify areas of need.</p> <p>8. ARS staff will attend quarterly AILC meetings. Attending these meetings allows ARS to stay abreast of consumer satisfaction, statewide initiatives to expand IL services and to gather information on IL activities.</p> <p>9. AILC staff will attend quarterly ARS meetings. This will allow the AILC to learn about ARS programs and services and help with the monitoring of the SPIL.</p> <p>10. ARS staff will monitor quarterly financial and program reports submitted by the AILC.</p> <p>11. ARS staff will monitor quarterly financial and program reports submitted by the Centers.</p> <p>12. ARS staff will attend RSA reviews or monitoring activities of the Centers.</p> <p>13. ARS staff will review annual federal reports of the AILC and the Centers.</p> <p>14. The Centers use customer satisfaction questionnaires with consumers. DSB utilizes a customer satisfaction survey for IL. ARS is developing a customer satisfaction instrument as part of Objective 3 under Section 1.2.</p>
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State Plan for Independent Living (SPIL)

State: Arkansas

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Section 8: State-Imposed Requirements

8 State-Imposed Requirements

Identify any State-imposed requirements contained in the provisions of this SPIL.

ARS follows a financial needs policy outlined in its Economic Need policy. Financial need is considered not as a condition for furnishing a service, but is utilized to determine if the individual has adequate financial resources to contribute towards the cost of their independent living services. ARS and DSB follow a comparable benefits policy to determine if any IL benefit or service is available from other programs or health insurance that can be utilized in the individual's IL plan. Comparable benefits are not a condition of eligibility.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number of this information collection is 1820-0527. The time required to complete this information collection is estimated to average 60 hours per response, including the time to review instructions, search existing data sources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate or suggestions for improving this form, please write to: U.S. Department of Education, Washington, D.C. 20202-4760. If you have any comments or concerns regarding the status of your individual submission of this form, write directly to: Ms. Sue Rankin-White, U.S. Department of Education, Rehabilitation Services Administration, PCP-5013, 400 Maryland Ave, SW, Washington, DC 20202-2800.