

MetroWest Center For Independent Living



2019 Annual Report

26 Town Service Area

Ashland	Bellingham	Dover
Foxboro	Framingham	Franklin
Holliston	Hopkinton	Hudson
Marlboro	Maynard	Medfield
Medway	Millis	Natick
Needham	Norfolk	Plainville
Sherborn	Southboro	Stow
Sudbury	Wayland	Wellesley
Weston	Wrentham	



Message from the Executive Director

Mission Statement

MWCIL enhances the full participation of persons with disabilities in the community.

Vision

All people with disabilities are empowered to choose how they experience Independent Living.

Leadership Team

Paul W. Spooner—Executive Director

Rose Quinn—Assistant Director

David Correia— Director of Advocacy

Danya DelMonaco—Director of Services

Winifred McGraw—Executive Assistant

Board of Directors

Joe Bellil—President

Edward Carr—Vice President

Michael Kennedy—Treasurer

Tammy Laverty—Secretary

Sebastian Leu

Tyler Terrasi

MWCIL is now fully staffed with diverse and highly qualified people. Everyone is trained and working hard to ensure that people with disabilities in our 26 communities can live in the community of their choice. We were pleased with new referrals from Commonwealth Care Alliance, and the income these referrals provided.

Several new staff represented us at the annual NCIL conference in Washington—a very inspiring and informative event.

Our Information and Referral services increased the focus on housing, as accessible, affordable housing continues to be the biggest barrier to independent living, in spite of successful increases to the Affordable Housing Voucher Program.

Our system advocacy has focused almost exclusively on housing with various AAB issues and bills. We are hoping that 2020 is the year!

We were thrilled when David Correia received an award from the National Council on Independent Living and citations from the MA legislature. Well deserved!

MWCIL promotes voting and voting rights. We work with the Disability Law Center to monitor accessibility at polling places. We also actively support REV UP Massachusetts.

MWCIL will continue to fight for the advancement of disability rights and to increase the opportunities for people with disabilities.

Sincerely, Paul W. Spooner



Financial



Statements of Activities and Changes in Net Assets for the Period Ended June 30, 2019

Support and Revenue

Program Operating Revenues:

Contract Services	\$1,129,208
Service Fees	13,500

Supports and Other Income:

Gifts, Grants and Contributions	6,692
Other Income	94

Total Support and Revenues **1,149,494**

Functional Expenses:

Program Services:

Independent Living Services	818,491
Statewide Independent Living Council	135,696
Total Program Services	954,187

Supporting Services:

Administrative	200,403
Total Supporting Services	200,403

Total Functional Expenses **1,154,590**

Changes in Net Assets Without Donor Restrictions

(5,096)

Net Assets Without Donor

Restrictions — Beginning of Year

397,321

Net Assets Without Donor

Restrictions — End of Year

\$392,225

Assets

Current Assets:

Cash	\$182,525
Accounts Receivable, Program Services	253,279
Deferred Compensation Account	10,796
Prepaid Expenses	11,060

Total Current Assets **447,660**

Property and Equipment:

Office Furniture and Equipment	33,081
Less: Accumulated Depreciation	(30,074)

Net Property and equipment **3,007**

Other Assets

Security Deposits	4,162
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Total Assets **\$464,829**

Liabilities and Net Assets

Current Liabilities:

Accounts Payable and Accrued Expenses	\$18,542
Accrued Payroll and Related Costs	35,568
Deferred Compensation Plan Obligation	10,796
Deferred Revenue	7,698

Total Current Liabilities **72,604**

Unrestricted Net Assets:

Operating	389,218
Property and Equipment	3,007

Total Unrestricted Net Assets **392,225**

Total Liabilities and Net Assets **464,829**



The Core Services

at MetroWest Center for Independent Living

Total number of staff	15
Staff with disabilities	10
Consumers Served	517
Individual Services	1342
Service Hours	4850

Options Counseling

For individuals needing long term care services, we provide information and assistance in connecting with appropriate resources. This service is typically needed during a time of crisis or when an individual's situation is changing dramatically. Learning their options allows consumers to make informed decisions about their care and where to receive it.

Besides counseling, Elizabeth spends significant time in outreach at hospitals, senior centers and other area institutions, so that when a crisis hits, individuals are aware that MWCIL Options Counseling can help them analyze their situation and select the best choices.



Information and Referral

MetroWest Center for Independent Living provides disability and community related information to all individuals with disabilities, family members, service providers, and community members who request it. We hold housing workshops.

Peer Support

One-on-one peer mentoring helps people with disabilities develop mutual support, assistance, confidence and understanding. MWCIL provides peer support in a consumer-directed manner over the telephone, in person at the center, or at a consumer's living site.

Advocacy

MWCIL participates in Advocacy based on consumer and/or community issues. MWCIL advocates for needed legislation as well as funding and enforcement of existing laws to improve the quality of life for all people living with disabilities. MWCIL also supports consumer self advocacy which empowers consumers to be assertive and articulate when faced with obstacles to independent living goals.

Independent Living Skills Training

Independent living skills training is personally tailored to achieve consumers' goals. Some skills relate to personal growth, others relate to learning more about how to handle and navigate services and responsibilities.

Transition

Since 2015, Transition has been recognized by the Administration for Community Living as a fifth core service. At MWCIL, we have always supplied transition services as we move consumers from institutions to the community, as we work with youths transitioning to adulthood (TAP), and as we aid consumers living with changing disabilities to maintain their independence.





Other Services

Transition to Adulthood Program

The TAP Coordinator works with local students as they prepare for higher education, work, and life after high school. Outreach is key, as the student population changes every year, and we expand throughout our service area.

Goals may include college preparation, obtaining a driver's license, improving time management, financial and social skills, job search and interview skills. The TAP Coordinator advocates at IEP meetings, and supports senior projects that match student interests and strengths. The Coordinator tailors services to the individual needs of students and works with families and schools to support their community involvement.

Community Transition

We are experts on helping people move out of nursing homes and into the community. This process is long and complex. The sometimes daunting tasks include:

- Navigating housing
- Setting up a new household
- Acquiring new services
- Maintaining good health care
- Learning transportation systems

No one should have to live in an institution.

TAP—Transition to Adulthood Program

The Transition to Adulthood Program serves 14-22 year old students with disabilities. Most youth services are no longer available after age 22, so it's critical for students to plan and prepare for their transition into adult services. Our traditional IL Core services are tailored to young people and their age-related needs. Students learn skills and self-confidence so they can successfully transition from special education to an independent adulthood. Expectations for students with disabilities are evolving with broader opportunities for internships, job placements and advanced education and training. TAP seeks to help students connect to these opportunities and become active participants in the community.

One Care

One Care is an option for adults age 21-64 at the time of enrollment who are eligible for both MassHealth and Medicare benefits. The goal of One Care is to offer a better, simpler way for people with disabilities to get all the care they need in one streamlined, integrated, person-centered plan. MWCIL staff serve as Long Term Support Services Coordinators and assess consumer goals, needs and supports. As part of the Integrated Care Team, MWCIL staff work with our contracted One Care partner (Commonwealth Care Alliance), to get appropriate supports approved and put in place. Examples of services include arranging homemaking services, transportation, and home health services.



Advocacy



Legislators' Forum

The annual Legislative Breakfast on February 1, 2019, sponsored by the MetroWest Center for Independent Living and Easter Seals of MA. In attendance, in addition to MWCIL and Easter Seals staff, were Karen Langley from REquipment, Senate President Karen Spilka, Senator Jamie Eldridge and Representatives Kate Hogan, David Linsky, Carmine Gentile, Jack Lewis and Maria Robinson.

MWCIL focused on two priorities:

- HD.2021 and SD.814 - An Act Relative to the Architectural Access Board. This act would remove the discrepancy between the ADA and the MA building code which currently allows barriers to access for people with disabilities in housing and employment. This civil right was guaranteed in 1990, yet is still not fully implemented in MA, due to archaic building codes.
- HD.3464 and SD 1443 - An Act Prohibiting Discrimination Against Adults with Disabilities in Family and Juvenile Court Proceedings. This act would reduce instances where capable parents are denied the right to raise their children. The act will require courts to determine if a parent's disability causes actual harm rather than discriminating based on perceptions.

Staff participated in annual and ongoing activities:

- Statewide IL Education Day at the Statehouse—2019 priorities included increasing ILC funding, the alternative housing voucher program and aligning AAB regulations with ADA.
- Caring Force Rally to advocate for direct care workers
- The annual Polling and Registration survey for the Disability Law Center on the accessibility of our polling places.
- Other activities such as MRC's MassMatch newsletter, REV Up MA and the Framingham Disability Commission.
- Outreach table at Senator Spilka's annual MetroWest Health Fair.
- May 15 PCA rally for increased wages.

The Executive Director serves on:

- The PCA Workforce Council which improves the quality of home-based care for PCA consumers.
- The Consumer Advisory Board (chair) to ensure consumer involvement in all MetroWest Regional Transportation Authority (MWRTA) services.

The Advocacy Director's ongoing tasks include:

- Providing technical assistance and filing complaints with the state Architectural Access Board regarding non-compliance with state access laws. Also worked with property owners to resolve access issues without filing a complaint.
- Chairing the MASILC Public Information and Education Committee.
- Organizing and advocating for IL Issues at the state level.



Advocacy Initiatives



Alternative Housing Voucher Program

Housing continues to be a major issue. Advocacy efforts statewide resulted in an increase of \$1.5 million for the Alternative Housing Voucher Program.

The Architectural Access Board

An Act Relative to the AAB

Activists simply want MA standards to comply with 2010 federal standards for accessible design. This compliance will increase the number of accessible homes and accessible jobs. Passing the act has been an uphill climb against large business interests, but this act is too important set aside.

Leadership at the AAB

After the AAB Executive Director, Tom Hopkins, passed away, the Baker administration has tried to make changes to the make up and leadership of the board. MWCIL has advocated for continued major representation by people with disabilities.

Healthcare Worker Advocacy

The ED and staff attended a rally at the State House to support better wages and benefits for PCAs.

REV UP Massachusetts

MWCIL played a significant role in supporting REV UP with managing the website and sending out email blasts to over 450 people in the disability community. MWCIL actively worked on voter registration and voting for people with disabilities. Staff participated in multiple forums.





Consumer Stories

These Consumer Success Stories are written by MWCIL staff. All names have been changed. As these stories demonstrate, every situation is different. Sometimes a person needs something relatively simple to remain independent, other situations are very complex.

Francine

Francine finally moved from an institution and into a subsidized apartment in Framingham in March, 2019 after much help from MWCIL. As she settled into her new home, she realized that she needed a new bathtub.

Because of her amputated leg, Francine needed a bathtub that she could sit in without the water leaking out of the side. MWCIL worked with Francine and advocated for a new tub through a reasonable accommodation request through the management company.

After a few setbacks with the management company who stated that the vendor who installed the bathtub could not reverse it, we began working with the Resident Services Coordinator to find out what they needed for this reasonable accommodation to be completed. We filled out the application and gathered all necessary documents. After continuous follow ups, the RSC received the documents and they were able to successfully install a new bathtub.

Francine states that she is now able to use her bathtub efficiently and comfortably which helps reduce her pain allowing her to remain as independent as possible.

Janice

Janice, age 59, moved back to Massachusetts after 40 years of living in Knoxville, TN. Her late husband was struggling with a terminal illness just as she was diagnosed with COPD and was told she needed to be on oxygen full-time. After her husband passed, she moved to MA to be closer to family and better medical care. Little did she know that the place she found was more than an hour away from her family and friends in Boston.

Unable to visit her as much as she needed, her family made a referral for her to MWCIL. We began working with Janice in February 2019 and immediately connected her with PCA services, homemaking, transportation, a new license and helped her settle into her new home. After a few months of working with Janice, it became clear that her family and doctors were becoming increasingly concerned about her health and ability to care for herself.

To keep her out of a nursing home, we focused on finding her a new place to live closer to family and medical care. Through this process, we were able to re-connect Janice with estranged family members and build her a community of resources. It took several months to bring everyone together and make it happen but starting next week, Janice will be living in her brand new apartment just ten minutes from her closest family members.



Consumer Stories

Lydia

An MWCIL Coordinator has been working with Lydia since March of 2019. When we began working with her she was facing eviction from her landlord due to the state of her apartment. Lydia has a long history of mental illness, and she also suffers from a hoarding disorder.

With the willingness to change from Lydia, she has been able to identify the problem. She has made tremendous steps towards solving her hoarding problem. Along with homemaker services she has been able to clean up and maintain her apartment.

She not only passed her housing inspection, but she has been able to repair her relationship with her landlord. Happily, Lydia has been able to remain in her apartment where she has lived for the past 22 years.

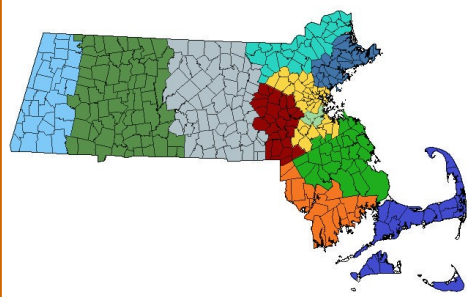
Harold

In August of 2018, Harold wanted help with subsidized transportation to his medical providers in Boston. We also helped him switch from Health SafetyNet to CommonHealth on MassHealth so he could see a dentist.

Harold worried that he wouldn't be able to function well enough to maintain his independence but one thing he was clear about - he is totally committed to remaining sober and drug free as for him, to drink is to die. His IL Coordinator is also in recovery from alcoholism, so was able to talk about the importance of remaining sober. We informed him of the option to get on One Care through MH as it would greatly help him with transportation to medical appointments and they have the best dental coverage and dentists to help him get new dentures. Together we succeeded in getting him on One Care via Commonwealth Care Alliance (CCA). He is happy with the services he is now getting, especially because he can keep the same healthcare providers and add a few more. The Nurse on his CCA team provided him with an automated medication dispenser that beeps to let him know when a dose is due. And, aside from providing rides to all of his doctor's appointments, Harold also now has transportation to attend meetings of Alcoholics Anonymous, which he knows is critical to maintaining his abstinence, as well as to visit his parents a few times a month.

Harold now has a girlfriend and is waiting to begin attending a day treatment program in Framingham at Programs for People. There he will be provided daily structure in the form of groups to choose from, and receive the support of understanding and knowledgeable staff and fellow clients. This will help him greatly with his social anxiety and depression from feelings of isolation.

The IL Coordinator continues to meet with Harold every other week, with his therapist visiting on the alternating weeks, which Harold finds very helpful.



MASILC

Massachusetts Statewide Independent Living Council

10 Independent Living Centers

Ad-Lib, Inc. - Pittsfield

Boston Center for Independent Living - Boston

Cape Organization for the Rights of the Disabled - Hyannis

Center for Living and Working, Inc. - Worcester

Disability Resource Center - Salem

Independence Associates, Inc. - East Bridgewater

MetroWest Center for Independent Living - Framingham

Northeast Independent Living Program - Lawrence

Southeast Center for Independent Living - Fall River

STAVROS - Amherst

MWCIL provides administrative support and is the financial conduit for the Massachusetts SILC. Under the leadership of Sadie Simone, MASILC has become an effective organization for people with disabilities state wide. MWCIL staff, Paul Spooner and David Correia actively participate in MASILC efforts.

The **Statewide Independent Living Education Day** is held annually at the State House in Boston. Legislators, advocates, IL staff and consumers share ideas, plans and priorities. The focus in 2019 was to increase IL funding, to increase accessible housing and to align state AAB regulations with federal regulations.

The **IL Conference** was held in September. Staff and advocates from around the state attended the to learn about the latest IL rules, regulations and efforts.

David Correia received the 2019 Regional Advocacy Award for Region I from the National Council on Independent Living. The prestigious award is well deserved for David's work educating law makers in Washington and Boston on disability issues, for his work on local ADA and AAB issues, and his hard work on updating Massachusetts AAB laws.

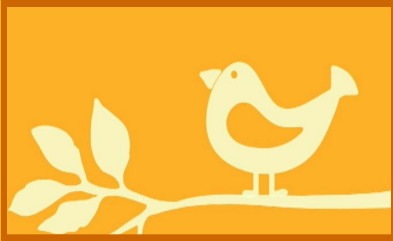
The MA House and Senate officially recognized the prestigious NCIL award, and followed up with citations for David from both branches.



ADA Celebration

After a year off, we returned to Dunn State Park in Gardner for the 29th Anniversary of the signing of Americans with Disabilities Act. We appreciated the good food, a beautiful summer day, kayaking, hiking and live music. *We especially enjoyed the time with great friends.*





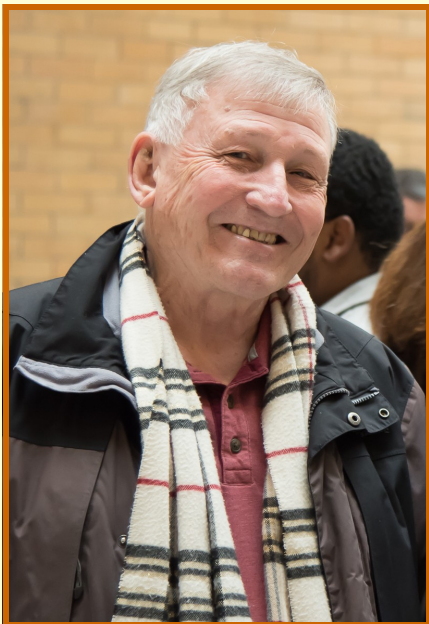
MA Tales of Independence

Bill Allan, formerly with the Disability Policy Consortium, interviewed and video-taped each person. He also created the discussion guides associated with each interview, making MATalesOfIndependence.net a great educational resource.

Using funding from the Massachusetts Rehabilitation Commission, MWCIL began the ambitious task of creating the video stories of our friends and colleagues, and their thoughts on independent living.

The results surpassed our hopes. Each person's story is different, with different disabilities, different histories, different times and wonderful accomplishments.

We invite you to visit MATalesOfIndependence.net, and get to know the people we interviewed.





Managed Social Media



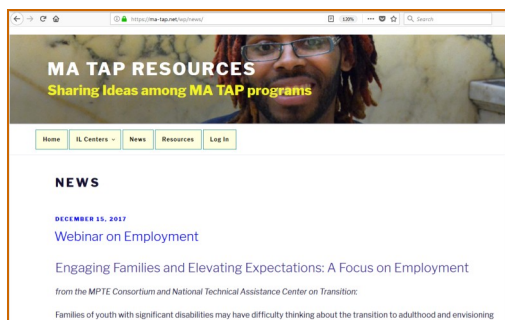
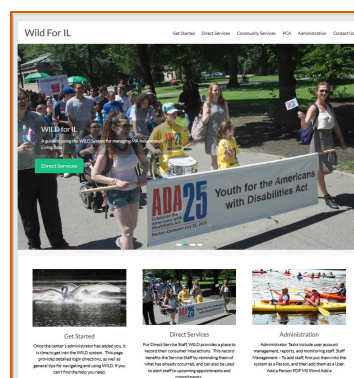
MetroWest Center for Independent Living **Facebook** page brings our 459 followers the latest events in the area, the latest disability issues statewide and nationally, and other news and photos.

MWCIL.org is our online storefront with details on who we are, what services we provide, local and national resources, photo archives, and lots of information about the history of disability rights in the U.S.



REVUPMA.org is an important resource for increasing the disability vote in Massachusetts. In conjunction with the Disability Law Center and MA Developmental Disabilities Council, the website provides information about voting rights and procedures, local events, election calendars and more.

WildForIL.org is a repository of manuals and help files for the WILD system that the IL Centers in MA use to track their work.



MA-TAP.net was developed as a tool for TAP coordinators across the state to share programs, documents and best practices.

MetroWest Center for Independent Living

was created by people with disabilities seeking full integration into society. MWCIL empowers people with disabilities with the practical skills and self-confidence to take control over their lives and become active members of the communities in which they live. MWCIL works to promote access and change within society and responds with programs and services to meet the needs of people of all ages with a wide range of disabilities.

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