Contract Programmatic Report

This report covers September 1, 2024, through September 30, 2024

Note: below is a list of highlights, it does not encompass the daily services provided through Peer Support, Advocacy, I & R, IL Skills Training, ICWP Service Coordination, and numerous other activities and collaborations.

**\*Acronyms used highly**

**IL=Independent Living**

**ACL=Administration for Community Living**

**EN=Employment Network**

**MFP=Money follows a person**

**GVRA=Georgia Vocational Rehab administration**

**BIP=Balancing Incentives Program**

**MFH = Metro Fair Housing**

**CSR=Consumer Service Records**

* **Number of consumers served this fiscal year:**

\*Note this is a carryover each month and is subject to change by the end of the reporting fiscal year.

* 1. **CSR carry-over previous FY:** 645 **Month**:589
  2. **CSR started since first day of reporting period:**

**FY** 349 **Month:** 42

* 1. **Total Served FY:** 994 **Month:** 631
  2. **Closed CSRs FY:** 379 **Month:** 16
  3. **Service count only once per person**

**FY** 24454 **Month:** 2990

* 1. **Total Services Provided**

**FY** 39259 **Month** 3529

* **Resource Development**

This section will have items from October 1st, 2023, to September 30th, 2024.

* Fee for service programs including ICWP, Peer Support Training.
* Part of the Employment Network
* State of Georgia Charitable Giving Campaign
* Part of Tools for Life Resource and currently maintain approximately $2200 worth of display items.
* Kroger Rewards
* Held Doggie Day Sept. 2023.
* The Home Access Program for Brain and Spinal Injury Trust Fund Commission contract is continuing. Signed updated contract for 2023/2024
* Host Site agreement for GSU social work, Occupational, and educational students
* Host Site agreement for Kentucky University Social Work Students.
* Host site for AARP senior program. Updated MOU completed FY2023.
* Authorized as a Federal Work Site study for GSU.
* Applied for and received Fulton County CSP grant for 2023.
* Submitted and received grant for SNAP FY 23-24.
* Agreement with MyCIL grant.
* Received AoD grants with AAHD for 23-24.
* Grant with GVRA for Part B funding.
* Received PHW grant from CDC through 2024
* Partnered with CORE and Walgreens (received equity grant) for vaccinations and testing.
* Collaboration with WorkSource Dekalb for grant. They received the grant and are working in collaboration to receive funding.
* Became a partner with ACL Over the Counter COVID-19 Test Distribution to Aging and Disability Organizations.
* Received grant for UsAging. Applied for and received additional funding in September 2023. Grant completed with goals met. Final reports submitted in April.
* Completed an NDA with CareSource to continue collaborations.
* Applied for Gwinnett County Grant, waiting on agreement.
* Applied for Truist Grant. This grant was cancelled by company.
* Applied to and became part of the Diabetes Prevention Recognition Program. Approved through the CDC training program in collaboration with Craig Hospital.
* Applied and was approved as a CDO.
* MOU signed with Alabama University for internships.
* Applied to be registered apprenticeship program, in final stages.
* Completed LOI with MCO groups including Elevatus (Anthem), CareSource, Humana, Sentara
* Applied for and received an approved for funding through a foundation for 25,000 equal to two home modifications
* Approved and received from foundation for $5,000 to support diabetes prevention program
* Applied and approved to be part of the 2023-2024 CCH National Learning Community
* Applied for SNAP 2025
* In process of applying for Walmart
* Applied for Fulton County- two grants- Received one CSP with contract signed , other denied due to location.
* Applied and approved for appropriations with Warnock
* Appling for grant with Alabama, approved waiting on contract.
* Working on Community Care Hub
* Applied for new learning with ACL and was accepted
* Reviewing potential youth grant
* Applying for Veteran’s program with Fulton County.
* Applying for Gwinnett County Grant
* Applied for and received grant from Georgia Access 80,000
* Applied for and received grant for National Voting Day $625
* Legislative appropriations contract received through GVRA
* Asked to continue AAHD grant by grantor. Received 15,000.
* Asked by three organizations to be part of new DIF grants. Provided support and subrecipient commitment letters.
* Applied for grant through Gwinnett County for 2025.
* Applied for and received grant for National voting day
* Received continuation grant for Part C funding
* **Community and Consumer Activities:**

**Some are ongoing activities**

**(This is only a sample of activities)**

* NAUWU – monthly discussions and presentations on a wide variety of IL/DR/advocacy issues.
* A Seat at the Table - Board of Directors Training: a four-hour training course for consumers who are interested in becoming board members for non-profit organizations. Held in January, April, July, and October.
* After the Elections-Board of Directors Training: a one-hour training for current board members and consumers who are interested in developing the skills of being a board member. Meetings are held quarterly in the months of July, October, January, and April.
* Assistive Technology Training - consumers received one-on-one training to use their assistive devices and other assistive technology to maximize their independence. Classes are held on Tuesdays and Wednesdays.
* Volunteer Orientation – Held volunteer orientation classes.
* Employment – The LEAPS class continues to be well attended and broad consumer interest has led to a waiting list for future participants.
* Employer Education Workshop – Educates employers on hiring people with disabilities and providing appropriate support in the workplace.Scheduled quarterly.
* Speechcraft disABILITY LINK continues to host an organization that provides staff and consumers with the opportunity to hone their professional presentation skills (leadership and communication skills) – held two times each month.
* RESPECT Institute – quarterly “meet ups” for graduates, providing peer support and opportunities for public speaking.
* Organizer’s Forum – monthly teleconferences on a variety of topical issues
* LGBTQIAP++disABILITY - peer support group held monthly.
* Accessible Transportation Forums – ongoing advocacy efforts
* American Sign Language classes-beginning sign language classes held monthly.
* “Us Protecting Us” held monthly. The group focuses on crisis response and other topics.
* IL skills class is held monthly.
* Peer support Training continues to be held quarterly.
* Mobility and transportation held for staff and consumers quarterly.
* DLENA (disABILITY LINK Employment Network Association) held quarterly.
* Employer’s training is held quarterly.
* Annual Employment Fair (disABILITY Resource Fair) held virtually and in-person in October 2023.
* SNAP workshops, outreach and benefits screenings conducted on a regular basis.
* Held Friday trainings for staff and Board members.
* All of Us events held on a regular basis and in conjunction with other workshops.
* Workshops focused on waiver and health care held on a weekly and monthly basis.
* Doggie Day held Sept. 30th, 2023 with 125 participants.
* Hosted monthly parent’s groups for parents with children with disabilities.
* Consumer appreciation event held in Dec. with over 150 participants.
* Staff licensed as a CAC for healthcare marketplace, one more is beginning the process and 2 are preparing as navigators..
* GALA held with over 160 participants in April.
* Staff attended Metro Fair Housing Symposium in April
* Staff participated in transition fairs and Caravan events at FODAC, Shepherd’s Center, and local community events in June.
* Braves game consumer and youth event held in June with sponsors for consumers and youth to attend the game.
* Annual Consumer Event held in August and was well attended.

**Collaboration/Networking**

**Activities not reported in other areas of this report**

* Organized and distributed brochures to different organizations. Provided 200 brochures to the Brain Injury group quarterly.
* Outreach continues to a multitude of organizations.
* GA Disability History Alliance teleconference participation.
* Provided COVID-19, SNAP, educational items, and outreach at different events in the community through neighborhood outreach days.
* Staff attended the APRIL conference in October 2023. Staff conducted 2 presentations. One youth consumer attended sponsored by the CIL in collaboration with APRIL.
* Executive Director elected to serve on APRIL board as Board Chair.
* Executive Director serves as agency supervisor for GSU social work student, occupational therapy, and educational and KY University Social Work intern placement at disABILITY LINK. OT students interned in fall of 2023 and spring of 2024. We had 2 interns for the fall 2023, 4 for spring of 2024, 1 for summer of 2024 and 2 for fall of 2024.
* Staff participated in Emergency response activities, emergency and hurricane prep., and collaborative groups.
* Staff participated in presentations at Brain injury and Veterans groups.
* Staff are signed up to be part of the 811 programs with HUD and continue to collaborate.
* Staff completed DeKalb Chamber of Commerce posts.
* Staff participated in different disability coalitions on voting.
* Staff participating quarterly EN, Ticket to Work, ICWP, SNAP, NHT/MFP required training and calls.
* Participated in ACL, CMS, NCIL, and APRIL webinars, encouraging consumers to participate where applicable.
* Collaborating with MY-CIL for a research project.
* Staff participating in ADRC Community Calls.
* Developing workshops with Regions Bank.
* Staff participated in presenting for youth programs.
* Staff worked with Atlanta Furniture Bank securing items for consumers.
* Staff collaborated with different agencies for rental assistance.
* Staff provided outreach to schools, long-term care centers, health agencies, and nursing homes.
* COVID-19 vaccination clinics held monthly.
* Staff participated in ACL calls.
* Staff participating in Food Stamp work groups.
* Staff participated in Fulton Coalition meetings.
* Staff meet monthly with AOU projects.
* Staff participated in annual HIPPA, Civil Rights, Confidentiality, Title VII training.
* Staff participated in community organization meetings.
* Partnership with UniteUs
* Staff participated in GVRA monthly collaborative meeting
* Executive Director participated in SECDA and obtained information relative to CILS and funding.
* The Executive Director was invited to be part of the advisory group as a contributor, member, and panelist for HHS and attends regularly.
* Meet with Regions bank on collaboration of job fair and other events.
* Staff collaborated with employers for job fair.
* Working with collaborations on National Disability Registration week.
* Executive Director and disABILITY LINK received awards from the National Diversity Council for their work.
* Executive Director was keynote speaker at the National Disability Inclusion Summit
* 2023-2024 CCH National Learning Community
* Staff received peer support training from a CIL.
* Staff participated in disABILITY camp with Walton Options
* Staff participated in Health and Wellness Resource Fair hosted by GAO is Gwinnett County
* ED asked to serve and is serving on SAMSHA SPARK new initiative.
* Staff participated in Tommy Nobis Resource Fair
* Staff participated in GSU internship Fair
* Staff participated in FODAC ReUse database training
* Staff participated in several community fairs in February, March, April and May.
* Staff participated in Cherokee County Fair in March.
* Staff participated in Telic disability resource fair in April
* Recognition for services with HR 1665 in March.
* Staff participated in Caravan event at Shepherd Center and FODAC in June.
* Held Caravan for Justice event with 8 different partners in June.
* Staff attended SAMSHA Spark meeting in Rockdale, MD as an advisory board member in June.
* Staff participated in back to school events including Omega Fair.
* Staff helped organize, plan, and attended Showability ADA celebration.
* Staff attended the Mandela Washington Fellowship luncheon with our Fellow to include presentations.Staff participated in Suicide prevention training
* Staff participated in get out the vote and voting polls.

**Social Media**

**Online:**

***Twitter:***

Twitter followers in October were 13,882. A gain of 15 followers. We have a mix of individual advocates, disability rights organizations, Centers for Independent Living, service providers and other groups that focus on people with disabilities.  The tweets that are posted are a mix of articles about IL, disability rights, reminders about local events, retweets of relevant news and @replies to twitter users to engage in conversation and exchange information. Networking on Twitter has been a huge success. Staff have participated in conversations that share the message of Independent Living as well as informing individuals about CILs. Staff also interact with people from organizations worldwide in this medium, frequently connecting with groups in the UK and Australia.

**Table 1- Reach Overview (sampling of 8 tweets)**

|  |  |
| --- | --- |
| **Type of Reach** | **Number of Impressions** |
| **People Reached (Directly)** | **1198** |

**Facebook:**

Facebook continues to grow as a great interactive multimedia space for our followers. Outreach efforts here have been growing steadily. Our fans are primarily in the US, but we also get views from Canada, the UK, Australia and many other countries. The Social Media Specialist is trying to create a page that encourages feedback and discussion, The Social Media Specialist attempted asking for direct feedback from our “fans” and has had some success in that area. In addition to our main page, we currently have Facebook pages for youth, speechcraft and LGBTQIAP++disABILITY.

**Table 2 - Facebook Demographics**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **13-17** | **18-24** | **25-34** | | **35-44** | **45-54** | **55+** |
| **Male**  **27.4%** | **0%** | **0.7%** | **3.4%** | | **7.7%** | **6.1%** | **9.3%** |
| **Female 72.6%** | **0%** | **0.3%** | **7.6%** | | **17.4 %** | **21.7%** | **25.8%** |
| **Total daily Impressions** | | | | **New Likes** | | | |
| **704** | | | | **10** | | | |

**Instagram:**

**Table 3 – Instagram Activity (Totals)**

|  |  |  |
| --- | --- | --- |
| **Posts** | **Followers** | **Post Likes (Monthly)** |
| **2166** | **1153** | **36** |

**YouTube:**

**WordPress:**

Blogs are added to our website

**LinkedIn**

The Executive Director and the Social Media Specialist participate in discussions with other non-profits regarding the use of social media in a non-profit setting. The Social Media Specialist continues to look for opportunities to connect with users, other CILs and disability rights groups in this venue. disABILITY LINK currently belongs to the Centers for Independent Living Group and other disability related organizations.

|  |  |  |
| --- | --- | --- |
| Page Views | 28 | |
| Followers | 482 | |
| New Followers | 10 |

**Other Outreach Efforts:**

Dates to Remember: Our monthly “Dates to Remember” flier containing information about events held by disABILITY LINK and other consumer-led organizations is distributed by mail to 200-300 individuals and electronically to 1,900 people monthly and redistributed on other organization’s distribution lists. It is also posted on our webpage and other social media outlets. The format changed to be accessible.

**Weekly Mass Emails:**

A basic reminder of what happened/hosted by disABILITY LINK during the week ahead. Includes Dates To Remember, Quarterly Newsletter, and annual events like Doggie Day and Career Fair.

**Social Media Training:**

Our Social Media Specialist is available for assistance with social media account setup and maintenance so that all staff have the opportunity, if they choose, to create and maintain individual accounts. It’s also known that the Social Media Specialist’s support is available with designing and distributing outreach materials for individual programs.

**Georgia Radio Reading Service:**

The IL specialist holds monthly PSA focusing on different topics which goes out on the third Saturday of each month via the Georgia Radio Reading Service, a statewide organization. It is promoted through the disABILITY LINK Twitter and Facebook. The DEI IL Specialist, Assistant Director and Youth Specialist completed different topics.

**AAHD**

* Continued posting as a Catalyst connector on topics of the enrollment of the healthcare marketplace. Continued collaboration of AOU and social media posting.
* Plan to continue into the next cycle with a new contract.

**Programs:**

**1. Nursing Home Transition (Community Access):**

2024/2025 (Began July 1, 2024)

Working on Transitioning consumers to meet the goal at least four (4) for contract period MFP and five (5) eligible individuals from nursing homes following DAS policy.

• During year: MFP Transitions- 1 (YTD)

• During year: NHT Transitions- 0 (YTD)

• MFP in progress or waiting to be approved- 1

• NHT in progress or waiting to be approved-1

• Post-Transition- 1

• Consumers currently working with for NHT/MFP transitional services- 2

2023/2024 (Began July 1, 2023)

Working on Transitioning consumers to meet the goal at least four (4) for contract period MFP and five (5) eligible individuals from nursing homes following DAS policy.

• During year: MFP Transitions- 4 (YTD)

• During year: NHT Transitions- 5 (YTD)

• MFP in progress or waiting to be approved- 1

• NHT in progress or waiting to be approved-0

• Post-Transition- 1

• Consumers currently working with for NHT/MFP transitional services- 4

**Outreach and Collaboration**

* We have continued to work with our local AAA and ARC in order to have a successful process. Continuing to encourage AAA to refer consumers to our organization.
* Currently continuing to provide outreach in this area.
* Discussed possible resources available to individuals using DAS Data System Resource database.
* Attended any meetings via WebEx and in person as required by DAS.
* Staff have completed ACT training.
* Barriers remain with locating affordable housing.
* Collaborated and signed MOU with Three Rivers AAA
* Video and Audio conferencing conducted to meet consumer needs.
* Monitoring completed.
* Updated MOUs signed with both AAA in our area.

**2. ICWP:**

* Plan to expand service area to obtain more consumers. Continue to advocate for more waiver spots for consumers. Case managers continue to be active in “Unlock the Waiting List” efforts to expand ICWP services.
* Current active caseload: 42
  + Pending applications: 1
  + Opened 0 cases and closed 1 cases.
  + Currently we have 7 active case managers.
  + Reviewed and submitted billing.
  + All ICWP staff completed the required Unit 1-3 trainings.
  + Outreach to Home services providers to learn about services they provide and share our services.
  + Staff have completed telehealth courses in privacy and delivery methods through video and audio conferencing.
  + Held monthly ICWP workshop. This month’s topic: Just Peachy Home Care. Previous Topics: Medicaid Redeterminations, Caregiver Support, Quarterly reviews, Personal Care Homes, Medical Supplies, In Home Care with Me and My Nanna, LLC., GAPP and Katie Becket Medicaid Waivers for Kids, The 25th Anniversary of Olmstead Decision, Medicare with Guest Speaker TG Squared Consultants, Adult Day Programs.
  + Staff attended EVV reporting sessions for case management functionality.
  + Staff attended New Provider Training in previous months and March.
  + Staff completed submitting audit in October.
  + Staff attending housing information session for Medicaid members in March
  + Staff attended case manager training with Department of Community Health and Alliant Health Solutions in April.
  + Changed staff for fulfilling billing.
  + Staff working on Annual Audit for 2024.

**3. Youth Transition**

**Outreach**

* Outreach plan continues to be worked on to improve communication/establish partnerships for youth and parent groups.
* Conducted neighborhood outreach at Farm Burger in Fulton County to discuss Youth with disabilities and connect with youth outside of the organization.
* Participated in Douglas County Transition fair and presented Empowering our youth program and Youth advocacy to youth and parents.
* Participated virtually in Peer Collective Workshop
* Participated and presented in TELIC Empowerment Parent Empowerment Group
* Participated and presented Youth EOY program at Southwest DeKalb high school parent breakfast in March.
* Conducted Youth GROW program outreach at the following locations: Phoenix Academy, Gwinnet Co. Public Library, Midtown H.S, Benjamin E. Mays H.S.
* Participated in OMEGA back to school drive in July.
* As part of the summer program hosted Georgia Tech Assistive Technology Gaming Lab Event. Tools for Life (TFL) in July.
* Conducted outreach at the following schools Centennial HS, Mays HS, Banneker HS, and Midtown HS, Norcross HS, Central Gwinnett HS, and Parkview HS in August.
* Conducted informational session for Gwinnett County with Gwinnett Technical College 9/5/2024.

**Youth and Parent Groups**

* Youth groups meet on the 3rd Saturday of each month. This class provides peer support and focuses on topics of interest for youth. Possible time changes. This Month’s topic: Building Friendships: Friendship Speed Meet.  Previous Topics: Game Time: All Stars Edition, Fall Candle Creations, Youth Movie Day: “WONKA”, Basics of Healthy Living: X-Games Mode, Crafternoon Connection: DIY Crafts and Creativity, Blossoming Together: Spring time excitement, Dance Your Way Fit: A Guide to Fitness through Movement, Pamper Yourself: Empowering Self-Care Spa Day, Dance Your Way Fit: Guide to Fitness through Movement, Social Outing: A day at the Atlanta Zoo, Art to Apparel: DIY T-Shirt Creations..
* Hosting Empowering our Youth Parent’s Group is held every 3rd Saturday. This group provides peer support and social activities for the youth with guest appearances. This month’s topic: Self-Care for Caregivers: Relaxation Workshop. Previous topics: Navigating Abilities Together, Empower Our Parents, Movie Day: Wonka, Navigating the Success of You and Your Youth, Navigating the Success of You and Your Youth continued, Strength in Numbers: Empowering Parents of Children with Disabilities, Parenting Partners: Navigating the Journey Together, Empowered Parenthood: Nurturing Youth with Disabilities, Empowered Connections: Building Community for Parents of Youth with Disabilities, Social Outing: A Day at the Atlanta Zoo, Together WE Thrive: Parent Peer Support..
* disABILITY LINK continues to work with youth in transition in schools, community, and one on one.
* Currently doing LEAPS EOY transition class at Roswell schools. Classes began at Midtown High School in November.
* LEAPS EOY classes have concluded at both of the Midtown H.S and Roswell H.S for the 2023-2024 academic year.
* First session of EOY Summer Program began on 06/03/2024 and ended on 06/27/2024. Upwards to 18 participants daily attended
* Second session began on July 8th and will ran through August 1st. 15 to 18 participants attended on a daily basis.
* Tentative start date with Providence Christian Academy 10/2/2024 with classes beginning at 10am.
* Youth IL Classes: This class teaches IL Skills to youth and focuses on a variety of topics. This month’s topic: Personal Hygiene and Grooming: “Spa Day”. Previous topics: Conflict Resolution, Aspire to Resolve, Not to Escalate, Body Mindfulness, Adaptive learning Adventures Youth Development, Self-care Practices, Spring into action: taking the first step in the job application process, Living with Purpose: Promoting Independent Lifestyles for Youth with Disabilities, Safe Steps: Interactive Safety Awareness Training, Learning safety techniques that can be used in an emergency, Sing Your Way to Success: Public Speaking Techniques through Karaoke, Safe steps: Culinary Creations: Cooking and Baking, Budgeting Basics: Managing Your Money.

**Georgia Radio Reading Service**: The Youth Specialist does a monthly PSA focusing on Youth Transition services – which goes out on the third Saturday of each month via the Georgia Radio Reading Service, a statewide organization. This is promoted through the disABILITY LINK Twitter, Facebook, and YouTube.

**Partnerships and Collaboration**

* Continue to support youth with advocating and the process of applying for GVRA.
* Continuing to work with GVRA counselors in our service area.
* Received Fulton County grant beginning 1-1-2023 and ended 12-31-2023.
* Received Fulton County grant beginning 1-1-2024 and ended
* Continuing participation in transition fairs.

**January 1-2024-December 31, 2024**

**Goal of 40 youth and 40 Community Members, 2 community informational sessions**

* **Gwinnett County:**

Participant Unduplicated Numbers: 26

Jan 1 to June 30th=0

July 1 to Dec. 2024=26

Number of Youth:26

Jan 1 to June 30th=0

July 1 to Dec. 2024=1

Number of Community members/parents/teachers: 11

Jan 1 to June 30th=5

July 1 to Dec. 2024=30

Number of informational sessions held: 1

Jan1 to June 30th=0

July 1 to Dec. 2024=0

**January 1-2024-December 31, 2024**

**Goal of 30 youth and 30 Community Members, 2 community informational sessions**

* **Fulton County:**

Participant Unduplicated Numbers: 67

Jan 1 to June 30th=62

July 1 to Dec. 2024=5

Number of Youth:52

Jan 1 to June 30th=50

July 1 to Dec. 2024=2

Number of Community members/parents/teachers: 20

Jan 1 to June 30th=12

July 1 to Dec. 2024=8

Number of informational sessions held: 0

Jan1 to June 30th=0

July 1 to Dec. 2024=0

**January 1-2023-December 31, 2023**

**Goal of 30 youth and 30 Community Members**

* **Fulton County:**

Participant Unduplicated Numbers: 178

Number of Youth:148

Number of Community members/parents/teachers: 30

Number of events held: 7

**4. Assistive Technology/Technology:**

* Continue Tech Tuesday - This month’s topics: This month’s topics: AT Daily Living, Medical Alert (Guest Speaker Jay Callaghan with Alert Medical), Mental Health. Previous Topics: Assistive Technology and intellectual disability, Assistive Technology and white cane, Assistive Technology and color blindness, Using Technology to Hold Businesses Accountable. Assistive Technology and Time Management, Assistive Technology and Home Security, and Assistive Technology and Tracheostomy (Guest Speaker Tanya Chapman), The Future of Assistive Technology, Making your home accessible for the holidays, Assistive Technology for individuals with vision impairment, Accessible APPS for individuals who are vision impairment, Accessible Reading tools for low to no vision individuals (Guest Speaker: Sean Snyder with Orcam), Assistive technology for vision impaired in the work place, Assistive Technology with GaRRS ( Jasmine Seabron with Georgia Radio Reading Service, Assistive Technology and service animals, Assistive Technology and home modification, How to use technology to handle stress?, Assistive Technology for Range of Motion, Assistive Technology and Ambulation Aids, Transportation Apps (Guest Speaker Kenneth Mitchell), Assistive devices for Elderly, Assistive Tech/ Be My Eyes, Assistive Tech/ Google Map (Guest Speaker Lillian Davis), Assistive Tech/ Food Apps, Assistive Tech/ IOS phones, Assistive Tech/ Android phones, Assistive Tech/ device demonstration, Assistive Tech/ Global Accessibility Awareness, Assistive Tech/ Bathroom modification, Assistive Tech/ toy modification for children with disabilities, Assistive Technology/Zoom, AT/ eye gaze controlled computer, AT/ closed captions, AT/Jaws, Assistive Technology Talking Book, Assistive Technology Keyboards, Assistive Technology Power chair, Assistive Technology Hearing Aids, FODAC, Accessible Public Bathrooms, Accessible playground, Accessible Voting Machine.
* Held classes for basic American Sign Language. This month’s topic: ASL Song, ASL Media News Previous Topic: Greetings and Farewell, Emotions, Fingerspelling and Food Sign (Guest Speaker Brianna Lewis), Let’s Review. Greetings and Farewell, Emotions, Back to Basic ABC and counting, Basic Words, Walk in my shoes (Guest speaker Leatha Heath), Days of the week, Colors (Guest Danny Gonsalves), Emotion Wheel game, ASL fingerspelling (Guest Brianna Levels), ASL Grammar Structure, ASL First Responders Signs, ASL Grocery List, Counting 1-100, ASL sport and recreation, Summer Fun, Describing yourself, Describing your family.
* Tech Tools is held on the 4th Wednesday. This month’s Topic: Office closed. Previous Topic: Cap Tel Captioned telephones, Touch Talk, Sorenson Video Rely. Cap Tel Captioned telephones, Georgia Center of the Deaf and Hard of Hearing, Comparing UBI DUO and Communication Board, Lifeprint ASL, Georgia Telecommunications Equipment Distribution Program (GATEDP), Pock Talker, Georgia Charitable Network (GCCN), Atlanta Area School of the DEAF.
* Monthly GaRRS topic: Accessible Voting Machines. Previous Topic: Blind Awareness Month, Temporary Assistive Technology for the Holidays, What is assistive technology?, IOS Accessible with GVRA, Assistive Technology and service animals, Assistive Technology and Range of Motion, Assistive Technology and Applications, Global accessibility Awareness, Closed captions, The Future of Assistive Technology, Atlanta Area School of the Deaf.
* Continued to develop or build-up existing partnerships with other Assistive Technology organizations such as Tools for Life and Fodac.
* Provided increased services to consumers needing AT assistance focusing on issues related to Health and Wellness and COVID-19.
* Host to Georgia Vocational Rehabilitation Agency (GVRA) IOS Training for the blind or visually impaired.
* Video Relay phone is updated and functioning.

**5. Health and Wellness:**

* Getting Fit class held weekly on Wednesdays of the

Month promoting the benefits of fitness. Topic this month: Build Muscle. Previous Topics: Benefits of using a bike for fitness, How Exercises Burn Belly Fat: Squats and Pushups, Increased Blood Flow to Muscles, Burning Calories, Walking, Game Day, Warm up, Dancing and walking, How to strengthen your bone and muscles, Lower Cholesterol.

* Massage Sessions: Held on Thursdays by a massage therapist.
* Healthy lifestyles are held every 4th Thursday of the month. This workshop supports learning how to live a healthier lifestyle (exercise, diet, etc.) and about the All of Us Research Program focused on disability inclusion in the healthcare system. Topic this month: Vitamins and Minerals (nutrients and the role they play). Previous Topics: How to Control Diabetes with Medication: lowering intestinal sugar absorption, Medication and diabetes, Healing with Art, Proper Salt Consumption, Nutrition and Health Tips, Healthy Meal planning, Table talk on different ways to cut down on Sugar, Multivitamin supplements, Healthy lifestyles Weight Management (to lower cholesterol), Brain Foods (Green Leafy Vegetables).
* Other Areas Covered included this month:
* Healthy Eating.
* Recipes that provide for healthier alternative to eating.
* Provided information on nutrition facts of serving size and serving per container.
* Cooking classes
* Feel Free: Gaining Power through Peer Support group is held 1x month on 2nd Tuesdays. Different speakers are scheduled to address different areas of mental health. This month’s topic: Help others and be happy. Previous Topics: Healing with Art, A peer is Perspective: make time For Self-care, How to Maintain Stress, Proper Sleep and Deep Breathing, Courage and self-Inspirations, Bonding with Others Guest Speaker: Mary Maxion and Kay De Mett of NAMI, Inspiration Day, Improve people’s well-being (having a strong peer support system), Creating art (group therapy), How to stay Healthy, How Music Reduces Anxiety and Blood Pressure.

**Other Events/Outreach**

* Continuing with Wii Games through video conferencing.
* Continue to provide a multi-functioning massage pillow to the gym inventory for consumer and staff use and promote relaxation.
* Continued interactive games held through video conferencing.
* Provided a relaxation and safe space for individuals with soft music.
* Keeping consumers up to date on different emergencies
* Wellness office organized for better accessibility.
* Health and Wellness staff are currently working on coursework on personal training to receive certification.

**Emergency Preparedness and Safety**

* Emergency Preparedness- Held Quarterly. This quarter topic: Personal Prep for people with disabilities and FEMA Individual Assistance Reforms. Shaylin Sluzalis & German Prodi (he/’el) Co-Executive Directors the Partnership for Inclusive Disaster Strategies. Previous topics: CPR Certification.
* Held quarterly committee meetings to prepare for office safety.
* Held a fire and emergency drill with staff and consumers.

**Diabetes Prevention Recognition Program**

* Part of the Diabetes Prevention Recognition Program with Craig Hospital and as a CDC recognized entity. Completed training and hosting monthly classes.
* Received fitbits and wheelchair scale.

**6. Employment:**

**Internships/Apprenticeships:**

Interns: 1

Potential Interns:0

Apprenticeships: 0

Potential Apprenticeships: 0

Supported Employment: 0

Job Coaching: 0

* Received support for Internship program from CareSource Foundation. Ended 12-31-2023. Completed report.

**AARP: 5**

**School Interns:**

2023/2024

* 2 BSW students started in August 2023 and ended in May 2024. One began in August.
* 1 Rehab student started in August 2023 and ended in May, 2024
* 1 Rehab student started in January 2024, resumed in the summer and has returned for the fall semester.
* Federal Work Study: Approved work study site for GSU.
* Possible Federal Work Study site at another University. (Georgia Tech).
* Have MOUs from several colleges and universities: Examples include GSU, Fort Hayes, KS, Alabama, Kentucky, Kennesaw, IGU
* Hosted a fellow with the Mandela Washington Fellowship

**Ticket to work:** 58 assigned, with 15 actively working. Currently working with the Partnership program to provide services to closed VR consumers. Awaiting paystubs from 4 consumers to submit milestone billing. Received paystubs from 3 consumers.

* Staff Attended Ticket to Work Quarterly All Employment Network Call
* Attended Ticket to Work Meetings
* Attended Yearly payments call and Annual Review Call webinars.
* Attended all EN calls for payments and processes.
* Security and training compliance completed.
* 6 staff members approved of suitability.
* Staff members completing required training.
* Staff working with Employment Network Account Manager, Brittany Boyd of Cognosante.
* Completed partnership agreement with GVRA.
* 3 additional staff members completed training for Ticket 2 Work in December. One is in process of completing. 0 waiting to be approved.
* Completed yearly requirements.
* Audit to take place in April.
* Completed Annual reporting and SSS sheets.
* Audit completed with compliance needs, received training from SSA
* New Supervisory staff began August 2024

**DLENA (disABILITY LINK Employment Network Association)**

* Employer Quarterly meeting. (Nov., Feb., May., Aug.) This quarter’s topic: Accommodations Process. Previous quarter’s topic: Accommodations in the Workplace
* Continue to host DLENA quarterly meetings (Oct., Jan., April, July). This quarter’s Topic: Job Fairs versus career fairs. Previous topics: Accommodations in the Workplace.
* Hosted DLENA Annual job fair in October 2023 virtually with 28 vendors and over 70 job seekers.
* Will host Job and Career Fair on Oct. 18th, 2024.

**GVRA Collaboration Activities**

* Continuing with outreach to GVRA offices in Metro Atlanta and our service area to share what services and programs we have, job placement, and referral processes.
* Attended CIL meetings and updates on areas.
* Attended training held on Nov. 6 and 8th for GVRA case processing for staff.
* We hosted GVRA counselors on Tuesdays to support individuals in the GVRA process beginning in November.
  + - Accumulated over FY
    - Referrals to GVRA:99
    - Referrals from GVRA:1
    - Consumers referred to counselor in office: 28

**Employment and community activities**

* We have partnered with Texas Roadhouse Grill, Arise LCC, Emory Healthcare, CDC, Advance Auto Parts and Inclusively, A.G. Rhodes Nursing Home, Tommy Nobis, and Mother Hubbard Day Care, CSL Plasma, Faith Medical Services, Amazon McKenny’s Inc., 22nd Century Technologies Inc., (TSCTI), Goodwill, Essendant, Paradise Legares (airport) in order to offer employment, and internship opportunities to our consumers.
* Held weekly LEAPS (Locating Employment Avenues through Peer support) classes. Topics included: Work disability resulting from chronic health conditions, 11 steps before applying for a job, How to get a job without experience, Career Clusters, Overview of T2W, Interview tips and best practices, Rights and responsibilities of Employers and employees with disabilities.There were 28 consumers who actively participated this month. Total participation for the fiscal year is: 241.
* Held monthly “Getting Ready for Work” classes. This month’s topic: Financial Literacy Previous Topics: Booking Banning in Schools, 12 Biggest Challenges in the Workplace if you have a Disability, Job Readiness, Reasons People lose Motivation to Work and How to become Motivated again. 16 participants, Career Exploration and Skills development.
* Held Speechcraft classes 1x/month. This month’s topic: Persuasive Speeches. Previous month’s Topic: Elevator Speeches, Creating the Body of a Speech, Speaking in Interviews, How Public Speaking can be used for Advocacy and social change, How to delegate tasks in public speeches.
* Continued collaboration with Dress for Success, Hosea Feed the Homeless, TJAC Well Able Training Service, and more.
* Participated in the Chi Epsilon chapter GSU transition/internship fair.

**7. Disability Diversity and Inclusion:**

**GaRRS**

* Georgia Radio Reading Service (GaRRS): Airing the first Saturday of each month. This month’s topic: The importance of Voting rights. Previous Months topic: Voting II, Voting, Personal and Political Power, Independent Living, Your Rights-Your Life, Disability Rights Movement, People First Language, The Olmstead, Repeated topic of Olmstead.

**Social Media**

* Elections, voting polls, voting dates, and registration information posted.
* Information related to Us Protecting Us, posted.
* Maintained LGBTQIA++ group Facebook page and posting on various topics.
* Shared articles illustrating the disproportionate effects of COVID-19 on marginalized groups: people with disabilities, people of color, those with lower socioeconomic status, and “othered” gender/sexual orientations. Participation in online groups (Facebook, Twitter) covering rights, legislations, and diversity.
* Shared information on events focusing upon disabilities, diversity, education, inclusion, and activism for people with disabilities and intersectional identities.
* Collaborating and sharing reports from Disability Scoop, The Arc, AAPD, RevUp GA, GCDD, GMHCN, Fair Fight Action, Us Protecting Us, Uniting for Change, Open States, NCIL, GA office of Community Affairs, and TORAG. Feed consists of information and resources to share with LGBTQIA++ and persons with disabilities.
* Livestreamed our Annual Doggie Day Event on Facebook and Instagram
* Posted Coverage of Executive Director Kim Gibson as the Keynote Speaker for the GA National Diversity Inclusion Summit and SAMSHA for people with disabilities (mental health) and employment in October.
* Shared events and photos throughout the month including our LGBTQIAP+ Group marching in the Atlanta PRIDE Parade, doggie day, disability history and culture newsletter, GSU survey link on voting experiences, job fair, invisible disabilities week, movie day and more.
* Shared information on mental health support, capital visits, capital crawl, advocacy day training and day of mourning in March.
* Promoted our organization’s donation page for #GivingTuesday—Included hashtags referring to other organizations and CILs to spread awareness.
* Shared the Global Heumann Fellowship’s opening for applicants.
* Posted in observance of Veteran’s Day in November
* Posted coverage of disABILITY LINK’s attendance at the Senior Health Fair and consumer appreciation in Dec.
* Posted enrollment information for disABILITY LINK’s Diabetes Prevention Plan program—Sponsored by the CDC.
* Shared information on International Human Rights Day.
* Shared and honored memory of Judith Heumann.
* Shared information on Ed Roberts.
* Shared information on upcoming events.
* Shared information on MLK day parade and posted pictures of participation.
* Shared information on the Census proposal.
* In April posted on White house bimonthly call, early voting, National Summit to Increase Social connections, Autism Month, HR 1665.
* Shared Caravan for disability justice awareness in May and June
* Created video for National Voting Registration Day
* Completed month long National Voting Registration Day and disABILITY Voting week.

**Groups**

* “Us Protecting Us” - This is a coalition of a peer led group that is actively working on different responses issues dealing with first responders and lawful enforcers. The group has created a community crisis response workshop on how to respond to potential disability related crisis for people of color. In addition, this group provides guidance to different areas for policy on inclusive language. This group has changed to quarterly beginning June 2024.
  + This quarter’s topic: Community Responses and importance of voting. Previous month’s topics: It’s time to start SHOWING UP! And Making a DIFERENCE in Your Community!, HOUSING CRISIS in Atlanta, Safety Tips and the Law, Meet your locals, Meet your locals continued, Restructuring and crisis workshop trainings, How to educate business after they violate the ADA, peer support and community responses, Peer support and community responses, Guest Speaker: Chris180..
* “Nothing About Us Without Us” – NAUWU is peer support for education, information, and action regarding issues important to the disability community. This month’s topic: Ensuring that People with disABILITIES are Involved in Creating Laws and Policies that Affect Them. Getting out and Voting. Previous month’s topics: Election Season Tips and Tricks, Emergency Preparedness- Looking out for Yourself and Others, Metro Fair Housing “Fair Housing Q&A with a guest speaker, A Guide to Election Year, Preparing for the Primaries, Invisible disabilities, The importance of Advocating; Judy Heumann importance to our history, Olmstead vs. LC, Guest speaker: from Atlanta Legal Aid, Unseen impact documentary-an aspiring social worker, Pedro faces the uncertainty of life as a blind man. .
* LGBTQIAP++ disABILITY- This monthly group is designed for those at the intersection of LGBTQIAP+ and disability. This month’s Topic: Common Ground with other Marginalized groups. Previous month’s topic: PRIDE Prom After-Party!, Learning from Our Past to Protect Our Future, Social Event: Movie, Advocacy Season, Presenting Queer History!, Attraction Layer Cake and Solidifying Location for Future Events, Presenting Queer History!, Understanding Yourself to the Fullest Extent.

**Days of Advocacy- “Our Voices, Our Vote”**

* Advocacy days and training for 2024
* Planned and now hosting 2024 legislative advocacy days. Dates conducted or to be conducted:
  + Topic: (Housing) Fair/Affordable Housing for ALL!
* January 11 = Training
* January 18 = Advocacy Day
  + - * Topic: (Transportation) Accessible Transportation for ALL!
* February 8 = Training
* February 15 = Advocacy Day
  + - * Topic: (Employment) Equal Opportunities for ALL!
* March 14 = Training
* March 21 = Advocacy Day

**Voting**

* Provided registered voters with information on how to vote by absentee ballot.
* Collaborated with Community Health Independent Living Specialists in outreach efforts in underserved communities.
* Reached out to Fulton & DeKalb Office of Elections to Participate in Doggie Day 2023.
* Staff participate in weekly “Tuesdays with Tootle” grassroots voting zoom meetings.
* Continuing with participation in bi-weekly REV Up the vote calls. Collaborated with planning partnership calls with Co-chairs of REV UP the Vote, GA as well as other disability related voting coalitions.
* Held voter registration drives and provided COVID-19 information and kits for PPE (personal protection equipment) during Neighborhood Outreach days. Each offered info about voting, Diversity programs, SNAP, and more.
* Provided resources for planning to vote and getting rides to the polls.
* Ongoing voting efforts include Sending emails, and supporting individuals in ensuring accommodations, early locations, getting rides to the poll, SOS My Voter Page, submitting and checking if absentee ballots processed.
* Collaborated with DeKalb Votes; Organization brought information to register voters and inform persons with disabilities of their rights to accommodations.
* Hosted Attorney General’s office (U.S. and State) agency for Disability Rights & Voting Q&A, with ASL interpreter provided to gain feedback on people with disabilities experience with voting.
* Collaborated with Georgia State University for their two Voter Training Courses, held in our office. This class provided insights as to the importance of the vote and held a Q&A for Consumers to inform them of their rights to accommodations and assistance.
* Promoted Election Day for Dekalb County Run-offs.
* Promoted early voting and supporting individuals in locating their polling places in April, May, and June.
* Registered as a partner with National Registration Voting Day and received grant. Held National Voting Registration Day event.
  + - Supported 42 individuals in registering to vote.
    - Supported 196 individuals in locating their polls, voting, checking registrations in Sept.
    - Provided Election dates to voters.

**Peer Support**

* All staff members actively recruit participants for each training event.
* Peer support training dates: Walton Options October, November, January. Completed training in July at LIFE.
* Peer support trainings held quarterly. Next Date: TBD, plan in October or November.
* RESPECT Institute empowers people by training them to share personal stories concerning behavioral health and substance abuse issues, thereby inspiring peers. Held quarterly meeting. Audio and video conferencing held for groups.
* Held follow up trainings with Walton Options for 9 months excluding Oct., Dec., April, and July.
* Held peer support follow-up workshop on February 14th. Three day support training March 27-29 with 14 in attendance.

**Veterans Program:**

* Workshop developed and to begin in June focused on veterans. This is a quarterly group. This quarter’s topic: Overview of Resources and Support Available to Veterans. Previous Topics: N/A

**Recycling**

* Continuing to encourage recycling in the office.
* Received donated bin and pickup for recycling.
* Recycling Committee met to discuss new ways to engage with the community.
* Recycling Committee met to plan a few potential collaborations with local gardens and nurseries, looked at other organizations for modern ways to get the disABILITY community engaged, and updated efforts toward a more ecofriendly world.
* New workshop planned/developed to discuss recycling and reuse.

**Outreach and Collaboration**

**Not listed otherwise**

* Georgians in the Driver’s Seat monthly meeting regarding Non- Emergency Transportation.
* Provided outreach in our service area to identify locations to set up voter registration informational booths. Outreach was set and completed in a variety of areas.
* Working with and supporting different voting groups to get out the disability vote.
* Providing outreach to marginalized groups on different impacts including employment, health and wellness and COVID-19, etc.
* Held doggie day Sept. 2023 with voting and service animal information
* Attended Gwinnett County Health & Wellness Fair in Snellville, GA to provide outreach and pass out Covid-19 tests to the community.
* Held weekly zoom meetings in May and June with collaborators and partners in preparation for upcoming event June event “Caravan”.
* Caravan for disability justice awareness event held with partners and had partner tables and guest speakers. Over 100 was in attendance.
* Doggie Day scheduled for Sept. 28th, rescheduled for October, 2024.

**8. Volunteer Program:**

* Volunteers:

|  |  |
| --- | --- |
| New Volunteers | 5 |
| Continuing Volunteers | 8 |

* Volunteer workshop: We discussed leadership skills within volunteering and out.
* Volunteer Orientation: Assisting our upcoming events, Doggie Day 2024, continued Voter registration being held at disABILITY LINK. Volunteers are interested in helping out.
* Conducted volunteer workshop. This month’s topic was: Leadership and teamwork. Included volunteering at other locations. Bobby Dodd was a guest speaker.
* Previous Topics: Completing the MARTA process, booking rides, and adding funds to support consumers, Outreach and Marta Mobility Advocacy, Outreach in the communities, Leadership, Marta Mobility application, filing and complaints, Leadership and teamwork: Included volunteering at other locations. Bobby Dodd was a guest speaker, Using your skills, Accountability and Supporting the older populations, Leadership and Teamwork. Included volunteering at other locations. Guest Speaker from Bobby Dodd.
* Volunteers took part in Annual Doggie Day Event
* Volunteers took part in the Consumer Appreciation Event in Dec.
* Presented Volunteer of the year to Michelle Courtade.
* Volunteers met with Richard Gonzalez, MARTA, on transportation and advocacy in Dec.
* Richard Gonzales, MARTA held workshop on Transportation Concerns, Feb. 27th.
* Volunteers took part in the Annual Gala in April.
* Volunteers support Caravan day event. Volunteer Workshop: Teamwork within volunteering and out.
* Outreach was done during the summer months.
* Volunteers and youth took part in the IL Skills class applying for Marta Mobility.

**9. Housing/Home Modification Program:**

* Held Quarterly IL Skills Class. Topic: Reasonable Accommodations

Previous Topics: (Oct.) Affordable Housing for Seniors, (Jan) Accessible Housing: Who-What-When-Where-Why and How, (April) HUD 811

* Continued to work with Metro Fair Housing to create a new Homeowners Class called: “Down Payment Assistance Programs of GA” in partnership with the Department of Community Affairs.
* disABILITY LINK continues to assist individuals with uploading documents to the GRA portal to apply for assistance.
* Updated home modification waiting list.
* Continued to provide resources for housing.
* MOU continues for home modification through SILC and Brain Injury Trust.
* Received grant for two home modifications from Elevatus
* Continued with HUD 811 and assisted consumers.
  + Attended weekly webinar on HUD 811.
  + Staff trained on program Met with Metro Fair Housing to Plan 2024 Calendar.
  + New staff hired to focus on housing and transportation

**BSTFIC Home Modifications:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Month | Referral received | Approved | Working on | Completed | Withdrew or removed |
| October | 0 | 0 | 3 | 0 | 0 |
| November | 0 | 0 | 3 | 0 | 0 |
| December | 0 | 0 | 2 | 1 | 0 |
| January | 0 | 0 | 2 | 0 | 0 |
| February | 0 | 0 | 2 | 0 | 0 |
| March | 0 | 0 | 2 | 0 | 0 |
| April | 1 | 0 | 3 | 0 | 0 |
| May | 0 | 0 | 3 | 0 | 0 |
| June | 0 | 1 | 3 | 0 | 0 |
| July | 0 | 1 | 3 | 0 | 0 |
| August | 2 | 1 | 5 | 0 | 0 |
| Sept. | 0 | 2 | 5 | 0 | 0 |
| Total | 3 | 5 | 5 | 1 | 0 |

**SILC HAP Funding**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Month | Working On | Submitted | Notice to Proceed | Completed | Withdrew or removed |
| October | 8 | 4 | 4 | 1 | 0 |
| November | 7 | 0 | 4 | 0 | 0 |
| December | 6 | 0 | 3 | 1 | 0 |
| January | 4 | 0 | 0 | 1 | 1 |
| February | 4 | 0 | 0 | 0 | 0 |
| March | 3 | 1 | 0 | 1 | 0 |
| April | 1 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 |
| June | 4 | 0 | 0 | 0 | 0 |
| July | 4 | 0 | 0 | 0 | 0 |
| August | 6 | 2 | 2 | 0 | 0 |
| Sept. | 6 | 0 | 2 | 0 | 0 |
| Total | 6 | 7 | 15 | 4 | 1 |

Other Home Modifications:

* One projects awaiting new funding.
* One individual identified for funding. 1 in project is complete.

**10. Transportation and Mobility Program:**

* Held Quarterly IL Skills Class. Topic: Marta Mobility, Doing the application process. What it entails and the requirements - James Turner Previous Topics: Transportation: Accommodations and Filing a Complaint, MARTA Mobility- Guest Speaker: Rick Gonzales.

**11. Computer Lab:**

* Continuing monthly Computer Class 101 –This month’s topic was: Microsoft Apps. Previous Topics Included: Built In Tools, Zoom Basics, One Drive, Shortcuts and Key Combinations, Publisher Flyer Tutorial, Canva Content Creation, Understanding File Types, Must-Know Shortcuts, Customizing Your Device, Accessibility, Microsoft Excel, Functions and where they are used.
* Continue Coding Class-This month’s topic was: Understanding C++ Libraries. Previous topics: HTML Basics, Mastering Javascript, Intro to Python Interactive Python, Data Types and When to use What, Loops and When To Use Them, Understanding C, Getting comfortable with C++, Java Intro, Syntax Rules, C++ Beginner Programs, C++ Intermidiate.
* Continuing computer lab set up Monday through Thursday with increased consumer participation. Conducted online trainings and video trainings.
* Continue weekly computer classes. Consumers drive what is taught. This highlights previous requests:
  + - Attendance was up to 11 people attending per class.
* Serviced and provided support on consumers’ personal computers.
* Provided assistance with Zoom, Team meetings and other video conferencing programs.
* Continued providing support for JAWS certified consumer assisting staff and consumers with using JAWS software.
* Teaching skills on laptop usage.
* IL Specialist provided support in using Voice over programs on the computer/laptop.
* Laptops have been loaned out to consumers that are heavily involved with computer courses.
* New laptops have been donated to loan to increase accessibility.
* Continuing with addressing connectivity, sharing of resources including new broadband programs, and technical skills for consumers who have been impacted by COVID-19 and addressing barriers to education and social isolation.
* Visual impairment keyboard stickers used when teaching individuals who are blind individuals how to type.
* Attendees have been bringing in laptops and desktops to get a hands-on experience and ensure they can continue working on topics discussed in class on their own time.
* With new Mac device, we are able to teach consumers how to not only use pre-existing apps for windows devices, but apple devices as well.
* With a higher attendance of consumers with visual impairments, classes have been heavily focused on the fact that there are often times multiple ways to get the same result and understanding why these methods work and how.
* Class has been focused on learning Excel and understanding the relationship that functions have on the cells. Working towards an excel project with certification.

**12. SNAP**

Targeted to serve 3300 individuals with providing 3042 outreach/referrals, 160 screenings, assisting with 65 renewals and assisting in completing 40 new applications.

We successfully met goals with:

• Individuals Served: 3,693 through the SNAP Outreach partnership, exceeding our goal of 3,300.

• Information Provided: 3,270 individuals received information, referrals, and flyers.

• Pre-Screening: 296 individuals were pre-screened for benefits.

• Applications Completed: We assisted with 127 applications, including 100 new applications and 27 renewals.

During the month of August 2024 disABILITY LINK screened 20 (number of people) for all benefits. Of those 20 (number of people screened for all benefits) 13 were for SNAP/Food Stamp application. Application was completed for 13 (amount of people).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Month/year  Oct 1, 2022-  Sept. 30, 2023 | Total Number of People Pre-Screened not in Gateway | Total Number of people pre-screen in Gateway | Total Number of People Assisted with Benefits in Gateway | Number submitted SNAP applications |
| October | 6 | 6 | 8 | 8 |
| November | 13 | 13 | 19 | 15 |
| December | 10 | 10 | 16 | 11 |
| January | 11 | 11 | 20 | 17 |
| February | 6 | 6 | 11 | 9 |
| March | 17 | 17 | 16 | 11 |
| April | 11 | 11 | 12 | 8 |
| May | 10 | 14 | 14 | 11 |
| June | 25 | 15 | 15 | 12 |
| July | 18 | 15 | 15 | 12 |
| August | 16 | 15 | 15 | 13 |
| Sept. | 13 | 7 | 15 | 13 |
| Total | 156 | 140 | 176 | 140 |

**Quarter One:**

* + 1. Referrals/Information: 625
    2. Screenings: 58
    3. Renewals: 10
    4. New Applications: 24
* A total number of 625 in October, Nov., Dec. SNAP outreach materials were distributed in the form of flyers, educational materials for the month of October through December 2023.
* Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

* Benefits Screenings were provided at:

**October 2023**

* disABILITY LINK 1901 Montreal Road Suite 102 Tucker
* Panera Bread: 3714 Roswell Rd. Atlanta, 30342
* Friendly Heights Apartment Complex: 1300 Friendly Heights Blvd. Decatur, GA 30035
* Panera: 8200 Mall Pkwy Lithonia, GA 30038

**November 2023**

* Applebee’s: 4075 Memorial Dr Decatur, GA 30032
* The School Box: 4073 Lavista Rd #311, Tucker, GA 30084
* Friendly Heights Apartment Complex: 1300 Friendly Heights Blvd. Decatur 30035
* Dollar Tree: 2480 Briarcliff Rd NE Suite 8, Atlanta, GA 30329
* disABILITY LINK 1901 Montreal Road Suite 102 Tucker

**December 2023**

* disABILITY LINK 1901 Montreal Road Suite 102 Tucker
* Farm Burger: 1017 North Highland Avenue Northeast, Atlanta, GA 30306
* The School Box: 1944 Mount Zion Rd, Morrow, GA 30260

**Quarter Two:**

* + 1. Referrals/Information: 835
    2. Screenings: 68
    3. Renewals: 13
    4. New Applications: 24
* A total number of 835 in Jan., Feb., March. SNAP outreach materials were distributed in the form of flyers, educational materials for the month of January through March 2024.
* Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

* Benefits Screenings were provided at:

**January 2024**

* Covington Library: 3500 Covington Hwy, Decatur, GA 30032
* Fabric Joint: 3372 Memorial Drive Decatur, GA 30032
* Friendly Heights Apartment Complex: 1300 Friendly Heights Blvd. Decatur, GA 30035
* Dollar Tree: 2480 Briarcliff Rd. Atlanta GA, 30329
* disABILITY LINK: 1901 Montreal Rd. Suite 102 Tucker, GA 30084

**February 2024**

* IHOP: 428 Ponce De Leon Ave. NE Atlanta, 30308
* Embry Hills Library: 3733 Chamblee Tucker Rd. Chamblee 30341
* Friendly Heights Apartment Complex: 1300 Friendly Heights Blvd. Decatur 30035
* disABILITY LINK: 1901 Montreal Rd suite 102 Tucker, 30084

**March 2024**

* Dunkin Donuts: 2444 Piedmont Rd. Atlanta, GA 30324
* Stone Crest Public Library: 3123 Klondike Road, Lithonia, GA 30038
* Saint Vincent DePaul Church: 2025 Chamblee Tucker Road Atlanta Georgia 30034
* 1901 Montreal Rd suite 102 Tucker, 30084

**Quarter Three:**

* + 1. Referrals/Information: 330 this month
    2. Screenings: 86
    3. Renewals: 4
    4. New Applications:27
* A total number of 955 in April, May, June. SNAP outreach materials were distributed in the form of flyers, educational materials for the month of April through June 2024.
* Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

**April 2024**

* Friendly Heights Apartment Complex: 1000 Friendly Heights Decatur, GA 30084
* Fabric Joint: 3372 Memorial Drive Decatur, GA 30032**:** Panera Bread: 2100 Henderson Mill Rd Tucker, GA 30084
* Hairston Crossing Library 4911 Redan Rd. Stone Mountain Ga 30083

**May 2024**

* + - Grindhouse Burger: 1842 Piedmont Ave. Atlanta, GA 30324
    - Dollar Tree: 2480 Briarcliff Rd. Atlanta 30329
    - Friendly Heights Apartment Complex: 1300 Friendly Heights Blvd Decatur, 30035
    - Hairston Crossing Library: 4911 Redan Rd. Stone Mountain, 30088
    - disABILITY LINK 1901 Montreal Rd suite 102 Tucker, GA 30084

**June 2024**

* + - Hopdoddy Burgers 2470 Briarcliff Road Atlanta, GA
    - Dekalb County Public Library: 1917 Candler Road Decatur, GA 30032
    - Hairston Crossing Library: 4911 Redan Rd. Stone Mountain, GA 30088

**Quarter Four:**

* + 1. Referrals/Information: 275 this month
    2. Screenings: 64
    3. Renewals: 0
    4. New Applications:25
* A total number of 605 in July, August, Sept. SNAP outreach materials were distributed in the form of flyers, educational materials for the month of April through June 2024.
* Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

Benefit screenings were held during neighborhood outreach events as well as at multiple workshops held at disABILITY LINK.

**July 2024**

* + - Farm Burger: 1017 N. Highland Ave. Atlanta, 30306
    - Decatur Lofts: 2889 Panthersville Rd. Decatur, 30034
    - Hairston Crossing Library: 4911 Redan Rd. Stone Mountain, 30088
    - disABILITY LINK 1901 Montreal Road Suite 102 Tucker

**August 2024**

* + - Mend Coffee & Goods: 3655 Roswell Rd NE, #106 Atlanta, Georgia 30342
    - Covington Library: 3500 Covington Hwy, Decatur, Ga 30032
    - Friendly Heights Apartments Complex: 1300 Friendly Heights Blvd, Decatur, GA 30035
    - Hairston Crossing Library: 4911 Redan Rd. Stone Mountain, GA 30088

**SEPT 2024**

* IHOP: 179 Cobb Parkway S, Marietta, GA 30060
* Popshelf: 961 Hwy 20 McDonough GA 30253
* Friendly Heights Apartment Complex: 1300 Friendly Heights Blvd. Decatur, GA 30035
* disABILITY LINK 1901 Montreal Road Suite 102 Tucker

**13. Public Relations and Marketing:**

These are sample activities for October 1, 2023, through Sept 30, 2024

* Social media posts regarding IL-related issues, events, education and resources
* Completed multiple weekly LinkedIn posts, advocacy outreach, and other social media related postings.
* Completed DeKalb Chamber of Commerce updates.
* City of Atlanta – participating on the leadership team for the Community Media & Technology Center visioning as a nonprofit and disability access representative.
* Social media posts regarding IL-related issues, events, education and resources
* GuideStar profile updating (in process)
* GALA information and outreach conducted and GALA held in April with over 160 participants.
* Executive Director invited to Burn the Ship podcast for November
* Consumer appreciation event held in Dec. with over 150 participants.
* Press release sent out inviting all stakeholder’s to the Caravan Event that will be held at disABILITY LINK (Kickoff event for Georgia) on Monday, June 10, 2024.

**14. Public Health Wellness Workforce**

**This report encompasses all of the grant beginning in March 2022 through Sept. 2024 (grant ended in April 2024, however continuing public health and wellness.**

**Access to testing and vaccinations**

* 2022:
* Held vaccine/booster clinic at disABILITY LINK

|  |  |  |
| --- | --- | --- |
| Month/Day | # Received | Other information |
| March 15 | 2 |  |
| April 23 | 4 | $100 incentive given |
| May 17 | 4 |  |
| June 21 | 3 |  |
| July | 3 |  |
| August 23 | 1 |  |
| Sept 20 | 3 |  |
| Oct. 8 | 4 |  |
| Oct. 11 | 1 |  |
| Nov. 15 | 0 |  |

* 2023:

|  |  |  |
| --- | --- | --- |
| Jan. 24 | 2 |  |
| Feb. 21 | 0 |  |
| March 28 | 0 | Vender Cancelled |
| April 25 | 2 |  |
| May 23 | 2 |  |
| June 13 | 4 |  |
| July 21 | 3 |  |
| August 22 | 3 |  |
| Sept. 30 | 0 | Vendor Cancelled |
| Oct. 19 | 46 (38 surveys completed) | Gift cards provided for one shot-$25 and two shot-$50 |
| Nov. 13, 28, Dec. 11, Jan 9, 11 | 0 |  |

* **2024:**

|  |  |  |
| --- | --- | --- |
| Jan. 9, 11 | 0 |  |
| Feb. 13, 20, March 12, 19 | 1 |  |
| April 9 and 10th | 0 and 2 | Gift cards presented throughout program |
| May 14 | 0 |  |
| June 11 | 2 |  |
| July 9 | 0 |  |
| August 2 | 1 |  |
| September 10 | 1 |  |

**Vaccinations and testing**

* Held flu vaccine clinic Dec. 13th, 2022, with partnership with Dekalb Board of Health. 3 individuals were vaccinated. Another clinic is scheduled for January.
* disABILITY LINK became a COVID PCR Testing site. QITEK Labs conducted weekly testing every Thursday from 9:30 am until 12:30pm
* Every week 8 to 11 individuals have been participating in our COVID PCR testing.
* Beginning in July 2022, COVID PCR Testing with QITEK Labs changed to taking place every 1st and 3rd Tuesday from 10am to 12pm. The program ended in September 2022.
* disABILITY LINK became a became a became a partner with ACL Over the Counter COVID-19 Test Distribution to Aging and Disability Organizations. Ordered and distributed 6,721 tests.
* Held COVID and Flu with Walgreens Representatives in Oct. 46 individuals were vaccinated. 38 surveys were completed.

**Community Outreach and Response**

* Georgia COVID Vaccine hotline and county vaccine appointment numbers distributed to consumers.
* Hosting vaccination awareness drives-aiming to increase vaccination sign-ups and completions.
* Reached out to different organizations in order to host another on-site vaccination clinic.
* Distributed flyers for the vaccine clinics and other ones in our area.
* Distributed materials and PPE to community during outreach tables on site and in community
* Staff hired to focus on Public Health and Wellness and promoting public health workforce October 2022.
* Developed, implemented, and continued to conduct Neighborhood Outreach events that included “pop-up” tables while working with local community. Events provide the ability to distribute information on COVID-19 vaccinations and sign up, voter registration, address voting issues related to COVID-19 as well as distributed masks, hand sanitizer, COVID-19 information, supporting applying for different benefits (we have laptops Wi-Fi ready to support through processes such as applying for SNAP, unemployment, other applications), and program information near disABILITY LINK office and in the community. Included health and wellness information beginning March 2022. Neighborhood outreaches take place in front of our office (ended in Sept. 2022) and at libraries, bookstores, and other public spaces within the 12-county service area.
* 2023 Locations:
  + Feb. outreach locations: Panera Bread Tucker, Friendly Heights Apartments Decatur, Stonecrest Library, Lilburn Cooperative Ministry
  + May Outreach Locations: disABILITY LINK, Dunkin’ Donuts, Friendly Heights Apartments, School Box Tucker
  + June Outreach Locations- Panera Bread Stonecrest, The Villas at Friendly Heights, Farm Burger Decatur, Rhodes Jordan Park
  + July Outreach Locations Friendship Baptist Church, Omega Support Center, Friendly Heights Apartment Complex, Farm Burger Decatur
  + August Outreach Locations: disABILITY LINK, Dollar Tree Briarcliff Rd., Grindhouse Burger
  + September Outreach Locations: Buttermilk Kitchen, disABILITY LINK, Friendly Heights Apartment Complex
  + October Outreach Locations: Panera (2 locations), disABILITY LINK, Friendly Heights Apartment Complex.
  + November Outreach Locations: The School Box, Dollar Tree, Applebee’s
  + December Outreach Locations: Farm Burger, The School Box

**2024 Locations**

* + January Outreach Locations: Dollar Tree, Friendly Heights Apartment Complex, The Fabric Joint, Covington Library
  + February Outreach Locations: Friendly Heights Apartment Complex, IHOP, Embry Hills Library, Hairston Crossing Library
  + March Outreach Locations: Dunkin Donuts, Stonecrest Public Library, Friendly Heights Apartment Complex, Hairston Crossing Library
  + April Outreach Locations: Panera, Hairston Crossing Library, Fabric Joint, St. Vincent de Paul Society
  + May Outreach Locations: Grindhouse Burger, Dollar Tree, Friendly Heights Apartment Complex, Hairston Crossing Library. disABILITY LINK
  + June Outreach Locations: Hopdoddy burgers, Dekalb County Public Library, Hairston Crossing library
  + July Outreach Locations: Farm Burger, Decatur Lofts, Hairston Crossing Library, disABILITY LINK.
  + August Outreach Locations: mend Coffee and Goods, Covington Library, Friendly Heights Apartment Complex, Hairston Crossing Library
  + September Outreach Locations: IHOP, Popshelf
* Developed a connection with Dekalb Library System to conduct indoor outreach.
* PPE provided to Nursing homes, senior centers, and apartments for seniors and those with disabilities and the community.
* Bringing awareness of Health and Wellness, vaccinations and information related to vaccinations.
* Received donation of 1000 protective face shields, 2000 disposable face masks, 3300 disposable gloves.
* We have reached out to the community via flyers and consumer/referral contact to spread awareness of the ability for children ages 12-17 qualifying to receive the COVID 19 vaccine. We have also spread awareness that children 6 months and older can receive the COVID-19 vaccine.
* Signed up to distribute tests to the community.
* Held flu vaccine clinic Dec. 13th, 2022, with partnership with Dekalb Board of Health. 3 individuals were vaccinated.
* disABILITY LINK became a COVID PCR Testing site. QITEK Labs conducted weekly testing every Thursday from 9:30 am until 12:30pm
  + Every week 8 to 11 individuals participated in our COVID PCR testing.
* Met with ADVC staff and received clarification on reporting in June.
* Participate monthly with ADVC staff check-ins beginning June.
* ICWP/Community Health Supervisor participated in ADVC office hours.
* Completed surveys with past participants to track vaccinations.
* Beginning in July 2022, COVID PCR Testing with QITEK Labs changed to taking place every 1st and 3rd Tuesday from 10am to 12pm. The program ended in September.

**Georgia Navigator Access Program and CDO**

* Supported in applying for and navigating healthcare marketplace
* Hiring for new staff with new grant to provided outreach on healthcare options
* Staff participated in GA Access CDO office Hours

**Workshops**

We are addressing Health and Wellness with a variety of workshops.

* Coping with COVID-19 held Monday through Thursday through Sept. 2022. This peer led group provides an opportunity for individuals with disabilities to come together and gain information on latest updates on the Coronavirus, share experiences, receive support, learn skills on addressing stress, anxiety, and advocate during this time. This ended in Sept. 2022.
* COVID and Health Disparities Conversations beginning Oct. 2022 and held every Thursday. This peer led group shares information and conversation on health disparities and COVID. Different topics are presented. This month’s topics: Using a Smart Watch to Track Fitness, How to Move More and Drink More Water, How to Achieve a Balanced Diet. Previous topics: What Does Student Mental Health Look Like in 2024?, Social Media and It’s Negative Impacts on Youth, How To Not Compare Yourself to Others Online, How to Find Virtual and In-Person, Healthy Foods for Labor Day. How to Find an Affordable Therapist, Financial Tips Allows Us Health Quality Care, How to Find an Affordable Massage Location. Previous Topics: Information on COVID Vaccines, Beating the Winter Blues, How to Eat Healthy While Traveling, Different Ways to Be Healthy During the Holidays. Previous topics include: How to Prevent Winter Sports Injuries, Benefits of Yoga, The Best Diet of 2023- Science Backed Research on the Mediterranean Style of Eating, Healthy Hearts in Heart Awareness Month, How Long COVID is like a Neurological Disease, How to Find Mindful Activities Indoors and Outdoors, Top 10 Health Problems, Solo Renters are Paying “7000” Singles Tax to Live Alone, How to Meal Prep on a Budget, Solutions for Americans Experiencing Rent Burdens, Various Items to Help You Sleep Better, World Day for Safety and Health at Work, What COVID Variants are Going Around, Better Sleep, Growing Shortage of Clinical Providers, The Stress of Being an Unpaid Caregiver, Parkinson’s Disease Symptoms Decreased with Exercise, Helping Teens to Not Feel Lonely, Health Equity in Relations to Roles of Political Determinants of Health of Persons with Disabilities, How the COVID 19 Public Health Emergency Affects You, Beating the Heat, Ways to Prevent Heat Exhaustion During the Summer Months, How to Create New Habits, How to Eat Healthy While on Vacation, Malaria Cases Rising in Florida, Staying Cool in the Extreme Heat, How Screens Affect Anxiety, Health and Wellness for People with Disabilities, Long Term Services and Support Options for Community Living, Long Side Effects of COVID, Youth Dealing with Mental Health Worries Parents, How to Fit Exercise in a Busy Schedule, How to Stay Healthy and Fit During the Fall Season. What is Long COVID? Learning to Live with Long COVID, Healthy Ways to Save, Tips on Combating Loneliness During the Winter Holidays, Setting Healthy Goals for the New Year, How to Manage Stress When Living Alone, How to Work Out at Home, Maintaining a Diet with Accountability Partners, How To Not Get Lonely When Working from Home, How to Control the Sugar Addiction, How To Create Boundaries, Why Taking Breaks is Important, How Elderly Individuals Stay Healthy, Protection After Getting Infected with COVID 19, Latest Information on Getting Vaccines and Boosters, Which Exercise Burns the Most Calories, How to Do More Activities Remotely, Embracing The Way You Look Regardless of Your Weight, The Best Weight Loss Apps, Can You Live With Someone Who Had COVID and Not Catch It, How to Recover from Exposure to COVID, Staying Cool in Extreme Heat, What are 5 Issues of Disparity in the Healthcare Industry, How Screens Affect Anxiety, Expanding 4 Broad Policy Issues for Examining Ethnic and Racial Disparities In Healthcare, Health and Wellness for People with Disabilities, Tips for Staying Healthy During the Summer, How to introduce new Foods to Picky Eaters, Your Body Needs Different Movements, Healthy Foods and How to Grocery shop Wisely.

Bi-monthly COVID-19 workshops were held through Sept. 2022. Past Topics: Online Dating; The rise of online dating during the COVID 19 Pandemic and Covid's impact on rising consumer prices, Creative Activities at Home to Cope with COVID-19 and Online Classes Vs. In person Class, Protection after being infected by COVID-19 and School Mandate with Masks, How COVID-19 affecting people living with HIV and How can I keep healthy on a daily basis during the COVID-19 pandemic, Who is Eligible for A Second Booster and How we can continue to be diligent as America Approaches One Million COVID Related Deaths, What’s next for COVID-19 vaccines for the youngest US children and the increase in Adolescent suicides seen in 5 US states during the pandemic, The Latest Information on Vaccines for Toddlers and When to Get Your COVID Boosters, The Impact of Social Media and Mental Health during COVID-19, Learning about the Inflation Act of 2022, COVID-19 China, Vaccine Update, How to Find an Affordable Therapist, Financial Tips Allows Us Health Quality Care, How to Find an Affordable Massage Location.

**Mental Health Awareness**

* Planning of new programming with new staff beginning Jan. 2023. Plan to implement in July or August.
* Participating in PAD Fulton County Community project for mental health. The project ended but continuing conversations.
* Participating in PAD Carter Center
* ED is participating in SAMSHA SPARK advisory council meetings

**Collaborations**

* CORE for monthly COVID Vaccine drive
* Mental health providers
* Fulton County
* Dekalb Board of Health for Flu Shot Clinic
* Dekalb Board of Health
* Working on partnering with Walgreens for flu and COVID vaccine clinic
* Walgreens for COVID and Flu Vaccine Drive
* Georgia Access

**ADVC- This was completed and goals met.**

**16-month goals =194 vaccinations, 16 vaccination clinics with 5 clinics at locations in community, 1000 people reached with outreach events, 280 supportive services**

* Provide referral services to obtain vaccinations=20
* Outreach and Education to people with disabilities=This Month: 39. 908 total
* Outreach and Education regarding vaccinations to community=This Month:781. Total is 59475.
* Provide supportive services/assist in scheduling vaccinations=This month: 1 Total is 156
* Provide referral services: 20 Total=235
* Partner with local agencies/groups to conduct vaccinations=2, working on 1 additional.
* Goals were met and program ended on April 15th, 2024.
* Program and Financial reports were completed and submitted.

**15. Underserved and Underrepresented Areas**

* Hired Staff to provide services in underserved and underrepresented service area
* Targeting Information and Referral services in Butts, Lamar, Meriwether, Pike, Spalding, and Upson Counties

**16. Success Stories**

Success Story #1:

Earlier last month, ILS reached out to a consumer who participated in and event last year, inviting him to join again this year. To ILS's surprise, he shared that he had moved out of Georgia and secured a new position as the Accessibility Services Coordinator at Vanderbilt University, one of the top universities in America. This was significant because, during their first meeting a year ago, he expressed a desire for a role similar to those at disABILITY LINK. ILS had provided peer support and independent living training toward his goal, and he continued to pursue his aspirations on his own. His journey exemplifies the ultimate pursuit of higher goals, and ILS felt excited about his success.

Success Story # 2

A consumer with a mobility disability faced significant challenges in finding accessible housing in Atlanta, a city known for its high rents. After living in an unsuitable studio, they decided it was time for a change and reached out to local housing organizations that assist individuals with disabilities. With the guidance of their independent living specialist (ILS), who provided peer support, advocacy, and independent living skills training, they learned how to effectively search for resources online.

By adjusting their search filters to focus on accessible and affordable apartments near public transportation, they were able to educate many landlords who were previously unaware of accessibility needs. After weeks of searching, their efforts paid off when they discovered a beautiful one-bedroom apartment that was both affordable and fully accessible. It featured wide doorways, grab bars, and a roll-in shower, all in a location convenient to public transit.

Their advocacy for their rights was instrumental in securing the new apartment. Once moved in, they began seeking out supportive community members to help them thrive. The consumer is grateful for the unwavering support from their family and their independent living specialist, who played a crucial role in helping them achieve their goal of finding an affordable and accessible home.