

Technical Assistance for Independent Living Grantee Survey

Introduction

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The Technical Assistance for Independent Living Grantee Survey is being conducted to collect information about technical assistance (TA) used by independent living grantees to strengthen independent living (IL) and IL programs. The survey is being conducted by the Administration for Community Living (ACL). The results of this survey will highlight barriers and benefits to current TA and inform ACL's approach to improve TA efforts. Participation in this survey is voluntary. There are no penalties for nonparticipation. If you have questions or comments about this survey, please contact Dustin Williams by email at AoDsurvey@rti.org or toll-free by phone at 1-877-834-7087 or contact Peter Nye at OILPPRAComments@acl.hhs.gov.

Instructions and Definitions

Who should complete the survey? The survey should be completed by an administrator, director, or other person knowledgeable about [ORGANIZATION NAME]'s delivery of programs, services and their organization's use or non-use of TA to strengthen IL and IL programs. If preferred, that person may call to provide their responses over the phone (1-877-834-7087) or may request a paper copy of the survey via mail.

For this survey, please only include responses for [ORGANIZATION NAME]. Do NOT include any other organizations you represent or support.

Do not include information that would identify yourself or other representatives of [ORGANIZATION NAME] (e.g., your name or the names of anyone who works for the organization) in any open-ended questions. Survey data will be associated with a case ID number—data files will not include the organization name.

1. Do you agree to participate in the Technical Assistance for Independent Living Grantee Survey?
 - a. Yes
 - b. No

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Demographics

First, we would like to collect demographic information on [ORGANIZATION NAME].

2. Which of the following describes the areas your organization serves? *Please check all that apply.*
 - a. Rural
 - b. Suburban
 - c. Urban
3. What type of organization best describes [ORGANIZATION NAME]?
 - a. Designated State Entity (DSE)
 - b. Center for Independent Living (CIL)
 - c. Statewide Independent Living Council (SILC)
4. Please enter the number of full-time and part-time paid personnel working for [ORGANIZATION NAME] on April 30, 2023:
 - a. Full-Time: _____ Check if estimate []
 - b. Part-Time: _____ Check if estimate []
5. Please select the response that includes the total income for [ORGANIZATION NAME]'s **independent living program** during your most recent, completed fiscal year. **Please only include income for the independent living program.**
 - a. \$0–\$435,000
 - b. \$435,001–\$770,000
 - c. \$770,001–\$1,270,000
 - d. \$1,270,001–\$2,330,000
 - e. More than \$2,300,000

TA Receipt

Next, I would like to ask you a few questions about any TA your organization may or may not have received from the Independent Living Research Unit (ILRU) and other TA providers. Examples of TA include peer-to-peer support, on-demand videos, webinars, trainings, fact sheets and other published reports, online resources, mentoring, and peer discussion groups.

6. From May 1, 2022, to April 30, 2023, did your organization receive any TA from ILRU?
 - a. Yes
 - b. No
7. From May 1, 2022, to April 30, 2023, did your organization receive TA from any non-ILRU TA providers? *Please select all that apply.*
 - a. National Council on Independent Living (NCIL)
 - b. National Association of Statewide Independent Living Councils (NASILC)
 - c. Association of Programs for Rural Independent Living (APRIL)
 - d. Disability Employment Technical Assistance Center
 - e. Housing and Services Resource Center
 - f. Veterans Directed Care Program
 - g. Other, specify: _____
 - h. None

[Q7 POST LOGIC: IF Q6=NO and Q7=NONE, GO TO QUESTION 21]

[CONTINUED ON NEXT PAGE]

8. From May 1, 2022, to April 30, 2023, what led your organization to seek TA from ILRU or non-ILRU TA providers? *Please select all that apply.*
- a. Outreach from Administration on Disabilities (AoD) staff
 - b. Outreach from ILRU staff
 - c. Outreach from non-ILRU TA providers
 - d. Federal policy changes
 - e. State and local policy changes
 - f. Changes in reporting requirements
 - g. New staff at your organization
 - h. Change in organization’s mission
 - i. New program or initiative (e.g., a new transportation program or housing initiative)
 - j. Challenges with marketing or participant recruitment
 - k. Networking opportunity
 - l. Other, please specify:
9. From May 1, 2022, to April 30, 2023, what types of TA did your organization receive from ILRU or non-ILRU TA Providers? *Please select neither, ILRU, non-ILRU TA Providers, or ILRU and non-ILRU TA providers for each row.*

TA Type	Did not receive TA	Received from ILRU	Received from Non-ILRU TA Providers	Received from ILRU and non-ILRU TA providers
a. Peer-to-Peer Mentoring				
b. TA Office Hours				
c. Peer Group TA Discussions				
d. One-on-One TA/Intensive Support (provided by contacting TA provider)				
e. In-Person Trainings or Webinars				
f. Online, Live Trainings or Webinars				
g. On-Demand (Recorded) Trainings or Webinars				
i. On-Demand Publications and Resources (e.g., fact sheets, reports)				
j. Other; please specify: _____				

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10. From May 1, 2022, to April 30, 2023, did your organization receive TA on the following topics from ILRU or non-ILRU TA providers? *Please select neither, ILRU, non-ILRU TA Providers, or ILRU and non-ILRU TA providers for each row.*

TA Topic	Did not receive TA	Received from ILRU	Received from Non-ILRU TA Providers	Received from ILRU and Non-ILRU TA providers
a. Community and institutional transition/diversion				
b. Transition of youth				
c. Consumer information files or consumer service records (e.g., release authorizations, goal forms, and independent living plans)				
d. COVID-19 & emergency preparedness resources				
e. Disability, diversity, intersectionality, and outreach to underserved groups				
f. Home and community-based services				
g. Transportation				
h. Expanding housing options				
i. Independent living skills training				
j. Independent living history and philosophy				
k. Individual/systems advocacy				
l. Information and referral support				
m. Peer counseling and peer support				
n. Succession planning, staff development, benefits, and remote working				
o. Business acumen, financial management, fundraising and grant writing				
p. Performance measurement (gathering, analyzing, and utilizing data), program performance reporting, compliance reporting, and evaluation/outcome measurement				
q. SILC and DSE roles and responsibilities; State Plan for Independent Living (SPIL)				
r. Board training and development				
s. Assistive device/technology support				
t. Other; please specify: _____				

[QUESTION 11 POST-LOGIC: IF Q6=NO, GO TO OTHER TA SECTION]

ILRU TA

Now, we would like to ask you a few questions about the **TA your organization received from ILRU**.
Please do not include TA provided by any non-ILRU TA providers.

[QUESTION 11 PRE-LOGIC: ONLY SHOW ROW IF THE RESPONDENT SELECTED 2 OR 4 FOR THE TA TYPE IN QUESTION 9]

11. How satisfied was your organization with the types of TA received from ILRU between May 1, 2022, and April 30, 2023? Please select very dissatisfied, dissatisfied, neither satisfied or dissatisfied, satisfied, or very satisfied for each row.

Please only include TA received from ILRU in your responses.

TA Type	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
a. Peer-to-Peer Mentoring					
b. TA Office Hours					
c. Peer Group TA Discussions					
d. One-on-One TA/Intensive Support (provided by contacting TA provider)					
e. In-Person Trainings or Webinars					
f. Online, Live Trainings or Webinars					
g. On-Demand (Recorded) Trainings or Webinars					
i. On-Demand Publications and Resources (e.g., fact sheets, reports)					
j. Other; please specify:					

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[QUESTION 12 PRE-LOGIC: ONLY SHOW ROW IF RESPONDENT SELECTED THE TA TYPE IN QUESTION 9]

12. How often did your organization obtain to the following TA types from ILRU between May 1, 2022, and April 30, 2023? *Please select 1-4 times, 5-8 times, 9-11 times, 12-24 times, or 25 or more times for each row.*

Please only include TA received from ILRU in your responses.

TA Type	Rarely (1-4 times)	Occasionally (5-8 times)	Often (9-11 times)	Frequently (12-24 times)	Very Frequently (25 or more times)
a. Peer-to-Peer Mentoring					
b. TA Office Hours					
c. Peer Group TA Discussions					
d. One-on-One TA/Intensive Support (provided by contacting TA provider)					
e. In-Person Trainings or Webinars					
f. Online, Live Trainings or Webinars					
g. On-Demand (Recorded) Trainings or Webinars					
i. On-Demand Publications and Resources (e.g., fact sheets, reports)					
j. Other; please specify: _____					

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[QUESTION 13 PRE-LOGIC: ONLY SHOW ROW IF RESPONDENT SELECTED THE TA TOPIC IN QUESTION 10]

13. How satisfied was your organization with the TA received from ILRU on the following topics between May 1, 2022, and April 30, 2023? *Please select very dissatisfied, dissatisfied, neither satisfied or dissatisfied, satisfied, or very satisfied for each row.*

Please only include TA received from ILRU in your responses.

TA Topic	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
a. Community and institutional transition/diversion					
b. Transition of youth					
c. Consumer information files or consumer service records (e.g., release authorizations, goal forms, and independent living plans)					
d. COVID-19 and emergency preparedness resources					
e. Disability, diversity, intersectionality, and outreach to underserved groups					
f. Home and community-based services					
g. Transportation					
h. Expanding housing options					
i. Independent living skills training					
j. Independent living history and philosophy					
k. Individual/systems advocacy					
l. Information and referral support					
m. Peer counseling and peer support					
n. Succession planning, staff development, benefits, and remote working					
o. Business acumen, financial management, fundraising and grant writing					
p. Performance measurement (gathering analyzing, and utilizing data), program performance reporting, compliance reporting, and evaluation/outcome measurement					
q. SILC and DSE roles & responsibilities; State Plan for Independent Living (SPIL)					
r. Board training and development					
s. Assistive device/technology support					
t. Other; please specify: _____					

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14. Were there barriers that prevented your organization from using additional **TA from ILRU** from May 1, 2022, to April 30, 2023? *Please select all that apply.*

- a. No additional TA needed
- b. TA was not timely
- c. TA was poor quality
- d. TA types did not occur frequently enough or at times my organization could attend
- e. Limited staff and could not make time for anyone to participate in TA
- f. Past TA has not been appropriately tailored for my organization and was not relevant
- g. TA is not accessible for people with disabilities
- h. Did not know about it
- i. Other, please specify: _____

[IF 14=G, ASK 14a, ELSE GO TO 15]

14a. Could you please describe the accessibility barriers people with disabilities in your organization have experienced with **TA from ILRU**?

15. Overall, from May 1, 2022, to April 30, 2023, how would you rate **ILRU's TA** in terms of helping your organization fulfill its mission?

- a. Poor
- b. Fair
- c. Good
- d. Very Good
- e. Excellent

[QUESTION 15 POST LOGIC: SKIP TO QUESTION 32 IF QUESTION 7=NONE]

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Non-ILRU TA

Now, we would like to ask you a few questions about the TA your organization received from non-ILRU TA providers to strengthen IL and IL programs. **Please do not include TA provided by ILRU in your responses to questions in this section.**

[QUESTION 16 PRE-LOGIC: ONLY SHOW ROW IF RESPONDENT SELECTED THE TA TYPE IN QUESTION 9]

16. How satisfied was your organization with types of TA you received from non-ILRU TA providers between May 1, 2022, and April 30, 2023? *Please select very dissatisfied, dissatisfied, neither satisfied or dissatisfied, satisfied, or very satisfied for each row. Please only include TA received from non-ILRU TA providers in your responses.*

TA Types	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
a. Peer-to-Peer Mentoring					
b. TA Office Hours					
c. Peer Group TA Discussions					
d. One-on-One TA/Intensive Support (provided by contacting TA provider)					
e. In-Person Trainings or Webinars					
f. Online, Live Trainings or Webinars					
g. On-Demand (Recorded) Trainings or Webinars					
i. On-Demand Publications and Resources (e.g., fact sheets, reports)					
j. Other; please specify: _____					

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[QUESTION 17 PRE-LOGIC: ONLY SHOW ROW IF RESPONDENT THE TA TYPE IN QUESTION 9]

17. How often did your organization obtain the following TA types from non-ILRU TA providers between May 1, 2022, and April 30, 2023? *Please select rarely, occasionally, frequently, monthly, or weekly for each row. Please only include TA received from non-ILRU TA providers in your responses.*

TA Type	Rarely (1-4 times)	Occasionally (5-8 times)	Often (9-11 times)	Frequently (12-24 times)	Very Frequently (25 or more times)
a. Peer-to-Peer Mentoring					
b. TA Office Hours					
c. Peer Group TA Discussions					
d. One-on-One TA/Intensive Support (provided by contacting TA provider)					
e. In-Person Trainings or Webinars					
f. Online, Live Trainings or Webinars					
g. On-Demand (Recorded) Trainings or Webinars					
i. On-Demand Publications and Resources (e.g., fact sheets, reports)					
j. Other; please specify: _____					

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[QUESTION 18 PRE-LOGIC: ONLY SHOW ROW IF RESPONDENT SELECTED THE TA TOPIC IN QUESTION 10]

18. How satisfied was your organization with the TA they received from non-ILRU TA providers on the following topics between May 1, 2022, and April 30, 2023? *Please select very dissatisfied, dissatisfied, neither satisfied or dissatisfied, satisfied, or very satisfied for each row. Please only include TA received from non-ILRU TA providers in your responses.*

TA Topic	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
a. Community and institutional transition/diversion					
b. Transition of youth					
c. Consumer information files or consumer service records (e.g., release authorizations, goal forms, and independent living plans)					
d. COVID-19 and emergency preparedness resources					
e. Disability, diversity, intersectionality, and outreach to underserved groups					
f. Home and community-based services					
g. Transportation					
h. Expanding housing options					
i. Independent living skills training					
j. Independent living history and philosophy					
k. Individual/systems advocacy					
l. Information and Referral Support					
m. Peer counseling and peer support					
n. Succession planning, staff development, benefits, and remote working					
o. Business acumen, financial management, fundraising and grant writing					
p. Performance measurement (gathering analyzing, & utilizing data), program performance reporting, compliance reporting, and evaluation/outcome measurement					
q. SILC and DSE roles and responsibilities; State Plan for Independent Living (SPIL)					
r. Board training and development					
s. Assistive device/technology support					
t. Other; please specify: _____					

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19. Were there barriers that prevented your organization from using additional TA from non-ILRU TA providers from May 1, 2022, to April 30, 2023? *Please select all that apply.*

- a. No additional TA needed
- b. TA was not timely
- c. TA was poor quality
- d. TA types did not occur frequently enough or at times my organization could attend
- e. Limited staff and could not make time for anyone to participate in TA
- f. Past TA has not been appropriately tailored for my organization and was not relevant
- g. TA is not accessible for people with disabilities
- h. Did not know about it
- i. Other, please specify: _____

[IF 19=G, ASK 21a, ELSE GO TO 20]

19a. Could you please describe the accessibility barriers people with disabilities in your organization have experienced with TA from non-ILRU TA providers?

20. Overall, from May 1, 2022, to April 30, 2023, how would your organization rate the TA received from non-ILRU TA providers in terms of helping your organization fulfill its mission?

- a. Poor
- b. Fair
- c. Good
- d. Very Good
- e. Excellent

[QUESTION 21 PRE-LOGIC: GO TO QUESTION 25, IF QUESTION 6=YES OR QUESTION <>NONE]

No TA

We understand your organization has not received TA from ILRU or non-ILRU TA providers, and we'd like to learn more about that.

21. ILRU and non-ILRU TA providers offer on-demand videos, fact sheets and other published reports and resources, 1:1 TA, webinars, and facilitates peer discussions. ACL also funds its own TA centers that focus on issues related to employment, veterans directed care, and housing.

Prior to this survey, was your organization aware of any of these TA opportunities?

- a. Yes
- b. No [GO TO QUESTION 25]

[CONTINUED ON NEXT PAGE]

22. What is the primary reason your organization did not use any TA?

- a. No TA needed
- b. TA was not timely
- c. Poor quality of past TA
- d. TA types did not occur frequently enough or at times my organization could attend
- e. Limited staff and could not make time for anyone to participate in TA
- f. Past TA has not been appropriately tailored for my organization and was not relevant
- g. Past TA has not been accessible for people with disabilities
- h. Did not know about it
- i. Other, please specify: _____

[IF 22=G, ASK 22a, ELSE GO TO 23]

22a. Could you please describe the accessibility issues people with disabilities encountered with past TA?

23. Thinking about the availability of TA, how would you describe TA opportunities from all providers offered between May 1, 2022, and April 30, 2023?

TA Type	Not very available	Available	Very available
a. Peer-to-Peer Mentoring			
b. TA Office Hours			
c. Peer Group TA Discussions			
d. One-on-One TA/Intensive Support (provided by contacting TA provider)			
e. In-Person Trainings or Webinars			
f. Online, Live Trainings or Webinars			
g. On-Demand (Recorded) Trainings or Webinars			
i. On-Demand Publications and Resources (e.g., fact sheets, reports)			
j. Other; please specify: _____			

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24. From May 1, 2022, to April 30, 2023, how useful for your organization would TA have been on the following topics?

TA Topic	Very not useful	Not useful	Neither useful or not useful	Useful	Very useful
a. Community and institutional transition/diversion					
b. Transition of youth					
c. Consumer information files or consumer service records (e.g., release authorizations, goal forms, and independent living plans)					
d. COVID-19 and emergency preparedness resources					
e. Disability, diversity, intersectionality, and outreach to underserved groups					
f. Home and community-based services					
g. Transportation					
h. Expanding housing options					
i. Independent living skills training					
j. Independent living history and philosophy					
k. Individual/systems advocacy					
l. Information and Referral support					
m. Peer counseling and peer support					
n. Succession planning, staff development, benefits, and remote working					
o. Business acumen, financial management, fundraising and grant writing					
p. Performance measurement (gathering analyzing, and utilizing data), program performance reporting, compliance reporting, and evaluation/outcome measurement					
q. SILC and DSE roles and responsibilities; State Plan for Independent Living (SPIL)					
r. Assistive device/technology support					
s. Other; specify: _____					

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General TA

25. How would your organization prefer to receive information about future TA opportunities?

Please select all that apply.

- a. Listservs
- b. Live Webinar
- c. Referral
- d. Phone
- e. Email
- f. Conference (e.g., Annual Conference on Independent Living)
- g. Virtual meeting
- h. On-demand recordings of webinars or virtual meetings
- i. Website
- j. Social media
- k. Administration for Community Living or Office of Independent Living
- l. Mail notifications
- m. Other, please specify: _____

26. In your opinion, what makes TA most effective to your organization? *Please select all that apply.*

- a. Timeliness
- b. Relevance
- c. Convenience (e.g., on-demand/remote options)
- d. Accessibility (e.g., usable for people of all disability types)
- e. Personalized Content, including intensive support and one-on-one TA
- f. Other: Please specify

27. In your opinion, what are the benefits of TA to your organization? *Please select all that apply.*

- a. Improved operational efficiency
- b. Improved performance on key outcomes
- c. Staff retention
- d. Improved financial performance
- e. Improved outreach
- f. Other: Please specify

28. From May 1, 2022, to April 30, 2023, were there types of TA your organization requested but did not receive? Please include TA requests to ILRU and all non-ILRU TA providers.

- a. Yes
- b. No
- c. Don't Know

[QUESTION 29 PRE-LOGIC: IF QUESTION 28=NO OR DON'T KNOW, GO TO CLOSING.]

29. What types of TA did your organization request and not receive between May 1, 2022, and April 30, 2023?

Closing

Thank you for participating in the TA for Independent Living Grantee Survey! If you have any questions, please contact Dustin Williams by email at AoDsurvey@rti.org or toll-free by phone at 1-877-834-7087 or contact Peter Nye at OILPPRAComments@acl.hhs.gov.