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A REPORT TO THE LEGISLATURE

04 - 0051

**COLLABORATION STUDY
OF**

**THE CENTERS FOR INDEPENDENT LIVING
MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL
DISABILITIES
OMBUDSMAN OFFICE FOR MENTAL HEALTH
AND MENTAL RETARDATION
MINNESOTA STATE COUNCIL ON DISABILITY**

**SUBMITTED
JANUARY 15, 2004**

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EXECUTIVE SUMMARY

The Legislature directed the Centers for Independent Living, the Governor's Council on Developmental Disabilities, the Ombudsman Office for Mental Health and Mental Retardation, and the State Council on Disability to meet and discuss four topics including space coordination, shared use of technology, coordination of resource priorities, and consolidation.

The groups met from August until December and reached the following conclusions:

Space Coordination

1. Negotiate leases that are the best price.
2. Explore collocation partnerships where there is a consumer driven and practical reason to do so.
3. Share services with other agencies for conference rooms and other services.
4. Accurately estimate costs caused by any changes in location.

Shared Use of Technology

1. Share hardware declared as surplus.
2. Assure all web site links are in place and working to connect these groups.
3. Continue shared services agreements for technical support and data base systems.
4. Continue participation in user groups.

Coordination of Resource Priorities

1. Improve the Information, Referral, and Technical Assistance provided to all callers.
2. Commit to first call effectiveness so that the caller has answers upon first contact with any agency.
3. Improve statewide implementation of the Olmstead decision.

Consolidation

1. Comply with existing statutory requirements about administering agencies which place restrictions on at least two groups.
2. Pursue natural partnerships that enhance services to the citizens served.

Overall the study group felt that many of the best opportunities for efficiency and cost effectiveness could be achieved through natural partnerships without requiring any legislation or special funding. Given that the Centers for Independent Living and the Governor's Council on Developmental Disabilities have federal legislative prohibitions from being consolidated with the other agencies and all the costs that would be associated with any merger or relocations of the other agencies, the study group concluded that the cost versus benefit of consolidation could not be justified.

However the study group did have three recommendations. Those recommendations are as follows:

- The state should provide support, encouragement and resources to further the efforts of natural partnerships that make sense for citizens.
- The Departments of Administration, Finance and Employee Relations could develop a specific building designed and managed to meet the needs unique to small and medium size agencies that would generally be considered under the heading of Boards and Commissions. The three major agencies listed that generally provide support to small agencies could develop units to provide administrative services that could be purchased by the small agency that would allow them increased efficiency. This would allow the agency to focus its efforts in the professional area they serve. Such a building could provide shared spaces for centralized reception services, meeting and training spaces and employee amenities not often available to small agencies.
- The legislature should direct the Department of Human Services to convene a task force to include the agencies listed in this report along with other stakeholders to develop a written plan to ensure the state is in compliance with the ADA and the Olmstead decision.

LEGISLATIVE CHARGE

OMNIBUS HEALTH AND HUMAN SERVICES BILL CHAPTER 14, SPECIAL SESSION

ARTICLE 3, CONTINUING CARE FOR PERSONS WITH DISABILITIES

SEC.57. [GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITY, OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION, AND COUNCIL ON DISABILITIES.]

The governor's council on developmental disability under Minnesota Statutes, section 16B.053, the ombudsman for mental health and mental retardation under Minnesota Statutes, section 245.92, the centers for independent living, and the council on disability under Minnesota Statutes, section 256.482, must study the feasibility of reducing costs and increasing effectiveness through (1) space coordination, (2) shared use of technology, (3) coordination of resource priorities, and (4) consolidation and make recommendations to the house and senate committees with jurisdiction over these entities by January 15, 2004.

PROCESS

Participants in this study group met a total of six times collectively, with each meeting lasting approximately two hours, throughout August, September, October, November and December of 2003. Participants spent additional time outside of the meetings preparing additional materials for inclusion in the final report. Meetings were held at the offices of the Minnesota State Council on Disabilities. The participants pursued their discussions on topics specific to and in accordance with the required statutory language in the Omnibus Health and Human Services bill of the special legislative session of Minnesota Legislature of 2003.

Meeting agendas included intensive discussions among the participants on the topics of space coordination, shared use of technology, coordination of resource priorities and consolidation. Following comprehensive discussion, each participant prepared a statement specific to their organizational perspective and relevant to the topic discussion. These organizational specific statements were then collated into complete sections for review in the report (see table of contents). The final document was reviewed and edited by each participant, and was further reviewed and edited by the board of directors of the Minnesota Association of Centers for Independent Living and by individuals designated within specific departments of Minnesota state government, i.e. Minnesota Department of Administration.

The cost of producing report was generated mainly in the time committed by each participant, time spent by others in the review process, and the in-house production of this report. It is estimated that over 100 hours was spent on the research, discussion, and production of this report.

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**DISABILITY RELATED AGENCIES
COLLABORATION STUDY
REPORT**

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BACKGROUND

The 2003 Legislative session presented legislators with the challenge of cutting more than four billion dollars from the state operating budget. During committee hearings, many discussions took place regarding options to consolidate or better coordinate various services of state government to allow needed services to continue while being provided in the most efficient and effective manner. In the House Health and Human Services Finance Committee, some of these discussions focused on programs or agencies that provided services to persons with a disability. Original budget proposals included the elimination of funding for some programs and reduction in funding for others. A number of possible options were discussed that would allow programs slated for elimination to continue to provide services. As a result of some of those discussions, the legislature requested that the four programs identified in this report study the feasibility of reducing costs and increasing effectiveness through space coordination, shared use of technology, coordination of resource priorities and consolidation.

Following the specific language contained in the session law, the four agencies began meetings and discussions of the four areas outlined. The initial discussions began by each agency listing their current operations and creative ideas in each of the four areas. During the meetings, a lot of valuable information was shared and will be beneficial for future collaboration. The agencies involved each have specific empowering legislation, funding streams with related requirements, history and different client bases. While there exists some overlap in clients served, the service provided by each agency is uniquely different and is not duplicated by the others except in minor or secondary issues such as information and referral which is a fundamental responsibility of every organization that serves the public. Below is a brief description of each agency directed to participate in the study. (See appendix for complete chart)

CENTERS FOR INDEPENDENT LIVING (CIL)

Centers for Independent Living (CIL) are non-profit, 501(c)(3) consumer-directed organizations. CILs are dedicated to the full promotion of the independent living (IL) philosophy, and provide services and supports for individuals with disabilities in their personal efforts to pursue self-directed lives. "Consumer directed" means that the majority of decision-making employees and members of CIL boards of directors are individuals with disabilities.

Like more than 500 CILs across the country, Minnesota CILs embody the IL philosophy by providing a variety of core services including IL Skills training, Peer Support, both Systemic and Individual Advocacy, and Information and Referral services. Additionally, Minnesota CILs provide consumers with Housing Referral services, a Transition program for youth and young adults with disabilities, ramp construction programs, and an array of other locally demanded services.

More recently, Minnesota CILs have joined with CILs across the country to prioritize the deinstitutionalization of individuals living in nursing homes and other institutional settings. Through individual advocacy services CILs are able to assist individuals in their endeavors to relocate from nursing home and institutional settings and into community based residences of their choosing. Currently CILs are averaging more than 30 nursing home and institutional relocations per year.

There are CILs located in St. Paul, St. Cloud, Rochester, Hibbing, Mankato, Marshall, Moorhead, and East Grand Forks. A list of Minnesota CILs, including contact information can be found in the Appendix section of this report. MACIL maintains a website at www.macil.org.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES (GCDD)

The GCDD's purpose is stated in the Developmental Disabilities Assistance and Bill of Rights Act (DD Act) (P.L. 106-402) and reflected in the five year state plan approved by the Administration on Developmental Disabilities. Specific goals are identified for advocacy, capacity building, and systemic change that will result in greater independence, productivity, self determination, integration and inclusion (IPSII) of people with developmental disabilities. The mission of the GCDD is to provide information, education, and training to build knowledge, develop skills, and change attitudes that will achieve the specific goals and IPSII results.

The GCDD is comprised of 25 members from all parts of the state who are appointed by the Governor. Sixty percent of the membership is people with developmental disabilities or families. The GCDD holds six regular meetings on an annual basis.

The GCDD is federally funded and federally administered. Since July 1991, the Department of Administration has served as the state agency designated to provide support to the GCDD. The designated state agency cannot be an agency that provides or pays for services for people with developmental disabilities.

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION (OMH/MR)

The Office of Ombudsman for Mental Health and Mental Retardation is an independent agency that was created by the legislature in 1987 to promote the highest attainable standards of treatment, competence, efficiency and justice for persons receiving care and treatment for mental illness, mental retardation and related conditions, chemical dependency, and emotional disturbance from an agency, facility or program.

The agency accomplishes this by engaging in the following activities:

- Monitoring government run, government regulated, and/or government paid for systems to ensure that services are delivered fairly, with dignity and respect, and consistent with the intent behind the empowering legislation of the system;
- Receiving complaints about the quality of those services
- Investigating/reviewing those complaints
- Assisting citizens in resolving those complaints
- Assisting citizens to navigate complex medical, legal and technical systems
- Lending the technical and professional credibility of the agency to the citizen's issue to help balance the scales of power
- Being a "trouble shooter" or problem resolver for these systems
- Making recommendations to correct or improve the systems

Due to the broad nature of that mandate, the agency has been configured to promote those standards through some specific services which include:

- Providing services to individual clients using a variety of powers and authorities provided to the agency
- Reviewing Deaths and Serious Injuries to look for opportunities to improve the systems
- Investigating specific agencies, facilities or programs when there is cause to believe there are areas of concern and opportunities to recommend improvements
- Working collaboratively with other stakeholders in the system through task forces and work groups to anticipate and find solutions for potential problems in an effort to enhance services and prevent complaints
- Making formal recommendations to policy makers and policy implementers for good quality, cost efficient, citizen sensitive programs
- Performing the role of whistle blower when necessary

MINNESOTA STATE COUNCIL ON DISABILITY(MSCOD)

The Minnesota State Council on Disability (MSCOD) is an agency that collaborates, advocates, advises and provides information to expand opportunities, while increasing the quality of life and empowerment of all persons with disabilities. The mission of MSCOD is to be a primary, productive resource for disability related information, providing leadership and promoting innovative policies through effective administrative operations, legislative interaction, and statewide collaboration.

The customers of the agency are not only people with disabilities, but also their families, the Governor, members of the legislature, government and private agencies, employers, and the general public to whom the following services are offered:

- Review of disability issues, policies and programs and advise the Governor, the legislature, and state agencies.
- Promote coordinated, collaborative interagency efforts.
- Provide information and referral to persons with disabilities and the general public regarding disability issues, services and policies.
- Collect, conduct and make disability related research and statistics available to all customers.
- Advocate for policies and programs that promote the quality of life for people with disabilities.

The following report is organized and covers each of the areas outlined in the session law authorizing the study.

1. SPACE COORDINATION

In order to examine the space coordination issue, it is important to look at the current space usage of the affected agencies. In doing this it is also important to consider the services that are provided, the needs of the citizens who utilize those services and what issues, barriers, benefits and costs there are to making any changes. Following is a review of the space issues of the affected agencies.

CENTERS FOR INDEPENDENT LIVING

Minnesota's eight Centers for Independent Living are located regionally across Minnesota in St. Paul, Rochester, Mankato, Hibbing, St. Cloud, Marshall, Moorhead, and East Grand Forks. Additionally, several CILs operate branch offices. Mankato has branch offices in Fairmont, New Ulm and Waseca; Moorhead has a branch office in Fergus Falls; Rochester has branch offices in Red Wing and Winona; and Hibbing maintains a branch office in Duluth. Centers located in rural areas include staff who work from their homes to deliver services in assigned rural counties.

Services are provide in a consumer managed and directed atmosphere, and are delivered without regard to income levels, age, disability type, gender, race, nationality or life choice. All services are delivered within accordance of all applicable state and federal regulations and requirements.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES

The Governor's Council on Developmental Disabilities (GCDD) is currently located on the third floor of Centennial Office Building (COB). The GCDD has been at this location since 1986.

The GCDD is a division of the Department of Administration; the Department is the designated state agency for purposes of the federal law, the Developmental Disabilities Assistance and Bill of Rights Act (P.L. 106-402).

There are a total of eight divisions of the Department of Administration that are also located on the third floor of COB. Only one division, the State Architect's Office, has a receptionist and this receptionist assists any visitor.

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION

The Office of Ombudsman for Mental Health and Mental Retardation (OMH/MR) currently has its central office on the fourth floor of the Metro Square Building. It has been at this location since shortly after the office was created in 1987. This is the same location as the Minnesota State Council on Disability, allowing for collaboration and sharing between the agencies.

The agency also provides services statewide by locating regional staff in 6 additional regional offices. Those locations include Anoka, St. Peter, Willmar, Fergus Falls, Brainerd, and Duluth.

The agency is required by law to maintain a client advocate in each regional treatment center (RTC). Although the agency represents citizens receiving services regardless of where they reside, it is beneficial to the agency and to RTC clients to have the Regional Ombudsman (client advocate). It provides better contact with DHS staff and enhances understanding of the challenges faced by both clients and staff in an RTC setting allowing for faster more effective complaint resolution.

The OMH/MR is an independent agency that reports directly to the Governor. The Ombudsman works with the Department of Administration's Real Estate Management Division in assessing space needs, negotiating leases and complying with all state laws and rules. All of the regional offices are located in the state operated RTCs with the exception of Duluth which is located in the Government Center. The Ombudsman pays no rent for the space it has in the RTCs.

As a result of budget cuts of the past, the agency closed its office in Faribault after the RTC closed and currently represents clients in that region through its St. Peter office.

As a result of previous ombudsman and efficiency studies, the Office of Ombudsman for Older Minnesotans is currently co-located with the OMH/MR. This arrangement has been beneficial for both agencies from an efficiency and client service standpoint.

MINNESOTA STATE COUNCIL ON DISABILITY

The Minnesota State Council on Disability (MSCOD) has its central office located on the first floor of the Metro Square Building located in Downtown St. Paul. It has been located in Metro Square since the council was created in 1973, although over the course of the years, offices in other areas have been used before moving to the current office. As noted previously, the office of Ombudsman for Mental Health and Mental Retardation is also located in the Metro Square Building, allowing for collaboration and sharing between the agencies.

The MSCOD does not have regional offices; however, it provides services statewide through its toll-free telephone line, its web site, through mailings to eleven voluntary area councils on disability located throughout the state, and through two email distribution lists comprised of individuals active in disability issues and disability related organizations. The council's twenty-one gubernatorial appointed members from throughout Minnesota also help provide information on disability issues to persons in their respective regions.

A. LEASES

CENTERS FOR INDEPENDENT LIVING

Because of their status as individual non-profit 501(c)(3) organizations, each Minnesota CIL operates with separate lease conditions. One of the Minnesota CILs owns their own building; two have a favorable long-term lease arrangement, and the remainder have leases from three to five years.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES

The GCDD lease is for a two year period consistent with the state's biennial budget period.

THE MINNESOTA OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION

The OMH/MR just renegotiated the renewal of its lease covering a five year period from September 1, 2003 through August 31, 2008. Due to rental market conditions, the ombudsman was able to achieve a lease rate that is less than it could achieve in any current state owned building and that in five years will be less than the agency was currently paying during the 02-03 Biennial funding cycle. This allowed the agency to achieve its space needs with current state funding limitations.

MINNESOTA STATE COUNCIL ON DISABILITY

The MSCOD negotiated the renewal of its lease covering a five year period from October 1, 2003 through September 30, 2008. Due to rental market conditions, the council was able to achieve a lease rate that is less than it could achieve in any current state owned building. In five years the rate will be less than the agency was currently paying during the 02-03 biennial funding cycle. This allowed the agency to achieve its space needs with current state funding limitations.

B. MEETING ROOMS

CENTERS FOR INDEPENDENT LIVING

Many of the Minnesota CILs maintain meeting rooms or conference rooms within their own structured office space. This space is used for staff meetings, consumer service delivery and consultation, meetings with other service providers and partners, and various other purposes. For example, the Metro CIL maintains conference space that is also used to generate revenue.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES

The GCDD has access to six conference/meeting rooms on third floor in COB, four conference/meeting rooms on second floor in COB, and three conference/meeting rooms on the ground level in COB. All space is accessible.

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION

The OMH/MR currently has one small meeting room within its leased space that serves both the OMH/MR and the Older Minnesotans Ombudsman's needs for small agency meetings. When additional space is needed the agency works collaboratively with other agencies in the building to use some of their meeting and training space.

MINNESOTA STATE COUNCIL ON DISABILITY

The MSCOD has one small conference room within its leased space that it uses for staffings, as a work room for mailings, and as a meeting room. When additional space is needed for quarterly council meetings, presentations or workshops, the MSCOD works collaboratively with other state agencies, private colleges, public libraries, or non-profits to obtain free space that meets the council's needs.

Three years ago the council shifted to a round-robin meeting location system, using free space almost exclusively. Agencies, public offices and private institutions allowing the council to use space include: Hamline University; Metropolitan Counties Government Center; Minnesota Department of Revenue; Minnesota Department of Health; Minnesota Department of Human Services.

C. ACCESS/TRANSPORTATION

CENTERS FOR INDEPENDENT LIVING

Most of the Minnesota CILs are located in communities where available transportation is seriously inadequate. For example, the Metro CIL is located on a corner that is served by accessible bus routes in each approachable direction, but the metro area still lacks comprehensive metro wide accessible transportation. Lifestyles CIL, located in St. Cloud, is near an accessible bus line, but requires a two block manual transit to reach the CIL. Other Minnesota CILs report varying degrees of difficulty with the lack of accessible transportation options in their local communities. There is no data available to indicate that collocation of CILs with each other, or with other entities, would improve this situation.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES

The ground level entrance to COB is accessible and extensive work was done to the driveway directly behind COB with designated accessible parking spaces. Metro Mobility has a designated drop off at the ground level entrance and makes daily stops. The Centennial Office Building is located on accessible bus routes.

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION

The Metro Square Building is fully accessible which is important for some of our clients. It is also located on a major MTC bus route that is critical for some of the metro clients that the agency serves. Because of the disability and financial status that affects many of our clients, our offices need to be able to be reached by public transportation. When the clients are not able to come to our office our staff will travel to their location to meet with them. As a result, having regional offices at the RTC is much more cost effective than basing all services in St. Paul.

The Metro Square Building is also convenient to the State Capitol and other state agencies.

MINNESOTA STATE COUNCIL ON DISABILITY

The Metro Square Building is located in downtown Saint Paul. The council's office space, as well as the rest of the building, has excellent accessibility features. These features are very important for its staff, council members and many individuals the council serves.

The MSCOD is located on the southwest corner of the building, at the intersection of 7th Place and Robert Street. This is right beside the first floor entrance on that corner of the building that allows people to directly enter the office. The 7th Place street is a small, one-way street, allowing friends or family members to drop individuals off very near the council's office door. Disability parking spaces are also just outside the council's office on 7th Place, allowing convenient disability parking. The Metro Square Building also has a Metro Mobility drop-off site on the northeast corner of the building. All three entrances to the building also have automatic door openers. All restrooms are accessible. Further, several training rooms are available to the council on the lower-level that the council routinely uses, thanks to the collaborative working relationships the council has with the Departments of Health, and Human Services.

Review of Current Location Issues

- Regional Offices - MSCOD and GCDD do not have regional offices. The CILs are located regionally, but do not have "regional offices." Rather, each CIL is operated locally as a 501(c)(3). OMH/MR does have regional offices, but they are currently located in different cities across the state than the CILs.
- Current co-location – OMH/MR (St. Paul Office) and MSCOD are currently co-located in same St. Paul building and share a "router" for computers. The OMH/MR currently shares rental space with the Ombudsman for Older Minnesotans.
- Lease Arrangements – MSCOD, OMH/MR, GCDD, and several of the CILs all recently signed leases of varying duration. One CIL owns its building, and two have a long term lease arrangement, one with a related non-profit.
- Building ownership – One CIL owns its own building.
- Meeting Rooms/Collaboration – MSCOD and OMH/MR frequently use meetings rooms leased by the Departments of Human Services and Health in Metro Square Building. MCIL and several other CILs maintain their own conference/meeting rooms. MCIL uses its conference rooms to generate additional operating revenue. The GCDD uses meeting rooms located in the Centennial Office Building.

- Access/Transportation - MSCOD, OMH/MR, GCDD, and Metropolitan Center for Independent Living each have excellent sites regarding access and public/para transportation issues. Many other CILs are located in areas where accessible transportation is more severely limited or, in some cases, nearly nonexistent.

A list of factors to be considered in calculating move/relocation costs:

- Preservation and disposing of government records (supplies and labor)
- Printing of letterhead, envelopes, and labels
- Printing of business cards
- Printing of publications (with change of address)
- Printing of address labels for all items in inventory (include labor involved in changing the labels)
- Reprinting/set up charges for each publication/video with change of address
- Notice of address change postcards (printing, postage & labor)
- Web site address changes (own site & all links)
- Updating of addresses on publications
- Packing and moving
- Computer/re-cable connections and reconnections
- Electrical connections and reconnections
- Telephone connections and reconnections
- Server connections and reconnections
- Signage
- Accessibility upgrades
- Rental space cost differences
- Office furniture and/or modular furniture (new and used)
- Installation/reconfiguration of workstations or offices
- Design/plan of layout (electrical, voice, computers, servers, and office design)
- Movers
- Electricians
- Labor/staff time for packing and unpacking
- Accessible conference rooms
- Assessment of environmental health issues (mold, asbestos, etc.)

THE COLLABORATIVE STUDY GROUP IS COMMITTED TO:

1. Negotiating leases that are the best price.
2. Exploring co-location partnerships where there is a consumer driven and practical reason to do so.
3. Sharing services with other groups for conference rooms and other services.
4. Accurately estimating costs caused by any changes in location

2. SHARED USE OF TECHNOLOGY

CENTERS FOR INDEPENDENT LIVING

Because each CIL operates as an individual non-profit 501(c)(3), there is a wide variation in computer networks, webpage management, data collection tools and the number of computers on site at each CIL. The eight Minnesota CILs do not use a common network due to logistic and data privacy issues specific to the population served by each CIL.

The eight CILs located in Minnesota are linked by a common website location, under the management of the Minnesota Association of Centers for Independent Living or MACIL. This website provides a link to each of the eight CILs and provides information about common operating philosophy, geographic availability of services and service description. The website also provides additional valuable links to legislative and general information.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES

All GCDD workstations are networked to servers located in COB and supported by the InterTechnologies Group (ITG), Department of Administration. This change occurred on June 30, 2003 as part of a shared service agreement with the Department of Administration and the Department's eight divisions that are located on the third floor of Centennial Office Building (COB). Extensive line and router work has been done in COB in the past two years including backup dual electrical feeds and updating of router switches to improve speed and access.

Firewall/security issues are significant and extensive; GCDD workstations are subject to and protected by these security measures.

The GCDD currently has the largest website on the State of Minnesota server (www.mnddc.org). The GCDD website is accessed through the North Star portal, supported by the Office of Technology and ITG. Our e-learning courses are accessed through our Partners in Policymaking® website and housed within Lotus LearningSpace, a learning management system supported by ITG.

The GCDD has several contracts with the InterTechnologies Group regarding LAN support, Harbor set up and backup systems, storage, and other specific products and services (e-learning, SQL servers, and websites).

The GCDD has purchased GoldMine as its customer relationship management system and uses GoldMine as a primary method of maintaining several databases.

The GCDD has two SQL servers located on the fifth floor of the Centennial Office Building. These servers are hosted by ITG in the state data center to support the GoldMine system.

The GCDD has purchased Winnebago as its library inventory system. This software is installed on a NetServer that is located within the Council office space and supports the Winnebago library system.

The GCDD maintains a listserv under contract with a private sector vendor.

The GCDD maintains several national mailing lists under contract with a private sector fulfillment service.

All hardware and software are reviewed monthly to determine if any upgrades are necessary. Old equipment is declared surplus and disposed of in accordance with State of Minnesota guidelines.

All grant records, Partners in Policymaking® records, and several thousand pages of Minnesota historical reports have been scanned and burned as CD ROMs. Several of these items will be OCR'd (optical character recognition) for web access purposes and uploaded to our web sites.

The GCDD regularly attends shared service meetings hosted by the Office of Technology. These meetings are designed to find ways to share technology resources.

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION

The OMH/MR maintains its own WAN server with a firewall that provides for security of information that is exchanged. This allows both central office and regional staff to have access to the same inform at all times. Most of the regional staff comes in through the state system connecting through the RTC's or government building router and hub. There is also some staff that use dial up modem replication process.

The agency uses IBM Lotus Notes for its mail, calendaring, case management and data collection systems and maintains part time technical and programming staff who works closely with the Department of Administration's InterTechnologies Group (ITG) and Office of Technology (OT). They also work collaboratively with DHS technical staff and participate in technical user groups. In addition, the agency has loaned its technical staff to other small agencies through inter-agency agreements. Most recently our programming staff developed a simple, easy to use data collection program for the MSCOD.

The agency has developed best practices Business Continuation Plan that would allow the agency to resume operations quickly in the event of a disaster at our central office through both elaborate technical and security policies. In addition it has entered into an agreement with the OT's to their remote set up location for setting up the server and workstations to resume operations within 48 hours.

The Ombudsman maintains a web site on the North Star Home. This web site provides information not only about the agency and its services but also extensive resource material for both citizens and providers. This includes Medical Alerts that are a result of information identified through the medical review process and Fact Sheets and information relative to citizens and professionals on the Civil Commitment process through Civil Commitment Training and Resource Center. The agency is currently working on the roll out of an On-Line Reporting system allowing providers to make their required death and serious injury reports directly to the agency. The goal is to make reporting easier for providers who use computers and to improve efficiency for the Ombudsman's agency.

a. Network and Desktop Configurations

The OMH/MR has its own LAN server that utilizes NT technology. The central office and all regional office access information through this server and all agency documents are maintained on this server. Each staff member of this agency has a desk top computer to access information and data collection necessary for their daily work and for communication between staff and with other agencies, facilities and programs.

The agency has a part time computer technical person/computer programmer. The agency administrative manager works closely with the OT; the technical staff and the office manager work routinely with ITG. From those agencies we have access to the State of Minnesota's technology planning process and what long and short range planning our small agency should be doing in the area of changing technologies. In addition we receive advice and consultation in the day to day connectivity issues for e-mail, routers, hubs and other connectivity issues related to our location in Metro Square.

The server is located in St. Paul and allows connections from remote sites either through the state backbone or through dial up depending on connectivity in those remote offices. Dial in users connect through a Remote Access Server (RAS) that is separate from the main server to provide an extra margin of security.

The agency utilizes an extensive back up system to insure no loss of data. We currently back up our system using the State's Harbor system. We pay a fee to the Department of Administration for this service based on the volume of data we back up on their system. We also maintain a tape back up system with the tapes being rotated to off site storage. The agency also has a server that has redundant hard drives so if one goes down; the back up can take over. In addition, remote sites that use the dial in connectivity replicate the main data bases and then work off local copies. Those local copies have been used to retrieve lost data in the past when there has been a crash of the server.

The agency has a firewall, a disaster recovery plan and a computer security plan and policy. We have participated in disaster recovery testing at a remote site maintained by the Department of Administration. We also maintain a strategic plan for updating and replacement of equipment. Initially money for this replacement equipment was allocated to the OT through a small agency grant fund. However, in the past two budget cycles, the agency has had to plan for it during its own budgeting process.

b. E-Government

The OMH/MR does not currently have the capability to provide for any e-learning opportunities. We do not offer routine courses but do offer extensive information for both consumers and providers on our web site.

Our current web site is hosted on the NorthStar Server and is updated frequently and has been designed to be accessible for all disabilities. In addition to basic information about the agency, the services provided, and how to contact the office, the agency posts a number of educational and informational documents that can be used by consumers and providers alike. The agency is

the home to the Civil Commitment Training and Resource Center. Facts about the Civil Commitment process are posted there in a format that is easy for the lay person to read, understand and print.

The Medical Review Unit of the office also produces Medical Updates and Medical Alerts using information learned during our Death and Serious Injury Review Process. This information is helpful to providers in providing care to clients by sharing things learned from other providers and case studies.

The web site also contains links to other web sites that would be interesting and helpful to citizens interested in mental disability and treatment related issues.

One of the areas that the OMH/MR has been working on over the past year has been developing the web site to be able to allow providers to file Death and Serious Injury Reports with our agency directly over the Internet. Every agency, facility or program as defined in our statute, which provides services to persons with mental illness, developmental disabilities, chemical dependency and emotional disturbance, is required to report any death or serious injury within 24 hours of the death or injury. Most reports are currently called in by phone or faxed into our central office. This additional option will be convenient for the providers, provided for more timely reports and reduce the amount of redundant data entry by administrative staff of the OMH/MR.

Given the size of the agency and our limited technology staff, this project presented a number of intricate challenges. The reports themselves will come in through a separate server that will secure the data and its privacy but prevent web browsers from coming through our firewall into our main server.

This On-Line Reporting project is currently in the testing phase and we hope to make it available sometime during the 2004 Fiscal Year.

The OMH/MR has also developed a listserv for interested parties to sign up to receive information and reports produced by the Ombudsman's Office. In the future it is the goal of the agency to reduce mailing costs by providing as much information via the Internet as is possible reserving mailing and printing costs for those who do not have access to the internet.

Citizens may also e-mail the agency directly from the web site; those e-mails are routed to the person in the agency in the best position to assist the writer. This has proven especially helpful when the inquiry comes from a family member outside of Minnesota who has questions or concerns about treatment of a loved one who resides in Minnesota.

MINNESOTA STATE COUNCIL ON DISABILITY

The MSCOD maintains its own LAN Server that connects to a state shared router.

The MSCOD has an employee trained and designated to provide network administration, to function as the administrator for all department hardware and software, and is the technical contact for all MAPS, BIS and Crystal system updates. This position designs, updates and regularly maintains the

MSCOD website. Contacts are made with the Department of Administration's IT and OT staff as necessary.

The MSCOD maintains its web site on the North Star Portal (www.disability.state.mn.us). This web site provides information not only about the agency and its services, but also its extensive resource material for all persons accessing the MSCOD's web site. Several Fact Sheets are available on disability related topics that routinely receive a high volume of questions. Frequently Asked Questions (FAQs), with answers, are also available. All of MSCOD's recent publications are posted as well as upcoming MSCOD meetings. Finally, extensive information is available linking surfers to other disability organizations, service providers and general disability information.

Recently, the MSCOD shifted its Information, Referral & Assistance (IR&A) documentation and recording procedures to a Microsoft Access program. This program was designed by an IT staff person at the Office of Ombudsman for Mental Health and Mental Retardation through an inter-agency agreement.

ISSUES RELATED TO TECHNOLOGY

- Data Privacy
- Security of the systems and data
- Different data collection needs for each agency and use of different software programs to track case management.
- Various funding streams require different data collection and reporting formats.
- Each agency manages technology issues in an entrepreneurial manner with minimal resources.

THE COLLABORATIVE STUDY GROUP IS COMMITTED TO:

- A. Sharing hardware declared as surplus.
- B. Assuring that web site links are in place and working.
- C. Continuing shared service agreements (technical support, data base systems).
- D. Continuing user groups.

3. RESOURCE PRIORITIES

CENTERS FOR INDEPENDENT LIVING

Each CIL is dedicated to providing the four core services of Independent Living Skills Development, Information and Referral, Advocacy (Individual and Systems), and Peer Mentoring. Each CIL further develops additional services based on the needs expressed within their communities and within the limits of their funding capabilities. Each CIL works closely with other local service providers, vendors, county government, school districts and others to assure the availability of a wide array of services to individuals with disabilities, their families, and others.

Current resource priorities of the Minnesota CILs focus on continuing to develop and expand the statewide network of IL services. This priority is pursued through networking and working relationships with various community partners that varies from location to location. Second, CILs have prioritized their desire to establish the availability of equitable general operating funds to meet the demands for core services in the communities served.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES

The GCDD provides the following products and services through its grant program according to the five year plan approved by the Administration on Developmental Disabilities, U.S. Department of Health and Human Services:

- Partners in Policymaking®
- Cultural Outreach Programs in the African American, Asian, and Hispanic communities
- Longitudinal Studies of the Partners Program
- Partners in Employment
- Self Advocacy
- Publications
- Training Conference Cosponsorships
- E-Government Services – Web Sites
- Partners Listserv
- E-Learning
- Customer Research
- Quality Improvement

In addition the GCDD serves on several interagency committees, provides information, referral and technical assistance, and works on key public policy issues that lead to greater independence, productivity, self determination, integration and inclusion of people with developmental disabilities and their families.

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION

The Office of Ombudsman for Mental Health and Mental Retardation covers two primary areas of direct service, death and serious injury review and individual or group complaints about services provided (or not provided). From these individual cases the agency obtains a unique and real person based view of the mental disability service system. Based on information gained in these case reviews, the agency then engages in systemic work both on the micro and macro level. The agency also is home to the Minnesota Civil Commitment Training and Resource Center. Resources of the agency (including support services) are split between our medical review function of reviewing death and serious injury reports and the individual case complaint reviews. The agency often receives calls for services that exceed our resources or are outside of the scope of our legal authority. Within each of these two areas, the agency has set criteria for which cases will be handled based on triage of certain assessment factors. Any systemic work including reports, legislative work or training are done by the staff who serve the two primary areas and are built on the work done on the individual cases.

MINNESOTA STATE COUNCIL ON DISABILITY

The MSCOD has 21 citizen members, appointed by the Governor, representing all economic development regions and ex-officio members representing several state agencies. The council provides the following services and programs:

- **Information, referral and assistance**-assisting the public on disability issues
- **Conduct presentations and trainings** on disability awareness, emergency evacuation, disability employment laws, and accessibility issues and the audiences include: disability organizations; state agency staff; local government; employers; volunteer groups; community groups.
- **Special Events**-MSCOD hosts and co-hosts several events each year such as: Interactive Legislative Roundtable, MN State Fair, ADA celebration, and the Dr. Martin Luther King, Jr. Holiday Celebration.
- **Conduct Access surveys** upon request.
- **Publications** completed by the council are: *Know Your Right and Responsibilities* (CD-ROM) published in conjunction with the MN Dept. of Human Rights; 2000 Census Disability Related Statistics, Disability Parking, ADA Guidelines for Small Businesses and the council has many other publications on the MSCOD web site which is available 24 hours a day seven days a week.
- **Advisory opinions** are created for both formal and informal recommendations to a variety of public and private bodies.
- **Research and Data Collection**-Council continues an ongoing effort to be the key resource for disability related information.
- **Customer Focus and Quality Improvement**- Satisfaction surveys are being collected on an ongoing basis to determine future activities for the council.
- **Community Participation and Public Policy**- The council and its staff members sit on several interagency committees, local government committees, and support local advisory groups, and is a member organization of the Consortium for Citizens with Disabilities (CCD) that work directly to support the needs and interests of people with disabilities who live in Minnesota.

State Agency Cooperation-MSCOD works with all state agencies periodically, but has particularly strong working relationships with agencies where we have legislative mandates or serve a particular role. These departments are: Department of Public Safety-disability parking issues; Department of Labor & Industry- worker compensation home modification requests; Department of Administration - Access Review Board and Code Committee; Department of Education - Library Access Fund Committee; Department of Employee Relations - employment & access consulting; and Department of Transportation.

ISSUES RELATED TO PRIORITIZATION OF RESOURCES

1. The unique services provided each of these agencies require different professional staff to meet the needs of the clients served.
2. Based upon statutory requirements, two agencies serve a broad spectrum of disabilities including physical as well as cognitive disabilities. One agency serves only citizens receiving services for cognitive disabilities and the other serves persons with developmental disabilities.
3. The duties of each agency are uniquely different and require different policies and procedures. Following is an example of the different focus of the functions and duties of each agency.
 - a) The Centers for Independent Living offer specific training and support to allow citizens with a disability to live independently in the community.
 - b) The Governor's Council on Developmental Disabilities administers federal grants to develop and encourage innovative services for persons with developmental disabilities to increase the independence, productivity, self determination, and inclusion of people with developmental disabilities.
 - c) The Office of Ombudsman for Mental Health and Mental Retardation receives and reviews complaints about the quality of services provided agencies, facility or programs for adults and children with mental, developmental and chemical disabilities. In additions it receives and reviews mandated reports of death and serious injuries for this same clients. This function conducts these reviews to look for opportunities to improve the quality of services and prevent recurrence and is supported by a volunteer medical review committee.
 - d) The Minnesota State Council on Disability provides advocacy and participates in the recommendation and development of public policy affecting persons with disabilities including issues of accessibility, transportation, employment and human rights.

THE COLLABORATIVE STUDY GROUP IS COMMITTED TO:

1. Improving information, referral and assistance for any person seeking help from any of the groups. The Disability Linkage Line and 211 systems are statewide funded systems that should be the first points of contact; however, each of the collaborative groups handles thousands of calls annually.
2. Each agency is dedicated to first call effectiveness, handling each contact to the satisfaction of the caller upon first contact.
3. Each agency is dedicated to improving the statewide implementation of the Olmstead decision through creation of an Olmstead plan similar to action taken by 42 other states. Minnesota is one of only 8 states that have not formed a commission to review implementation of the Americans with Disabilities Act (ADA).

4. CONSOLIDATION

CENTERS FOR INDEPENDENT LIVING

Each CIL is dedicated to providing the four core services of IL Skills Development, Information and Referral, Advocacy (Individual and Systems), and Peer Mentoring. Each CIL further develops additional services based on the needs expressed within their communities and within the limits of their funding capabilities. Each CIL works closely with other local service providers, vendors, county government, school districts and others to assure the availability of a wide array of services to individuals with disabilities, their families, and others.

Current resource priorities of the Minnesota CILs focus on continuing to develop and expand the statewide network of IL services. This priority is pursued through networking and working relationships with various community partners that varies from location to location. Second, CILs have prioritized their desire to establish the availability of equitable general operating funds to meet the demands for core services in the communities served.

MINNESOTA GOVERNOR'S COUNCIL ON DEVELOPMENTAL DISABILITIES

The GCDD is created and funded under federal law (P.L. 106-402) and its designated state agency is the Department of Administration.

The GCDD's five year state plan, approved by the Administration on Developmental Disabilities (ADD), specifies goals for advocacy, capacity building, and systemic change that will result in greater independence, productivity, self determination, integration and inclusion of people with developmental disabilities.

According to the federal law, the state agency designated to provide support to the GCDD cannot be an agency that provides or pays for services for people with developmental disabilities. The designated state agency must also provide assurances that it will not interfere with any aspect of the GCDD's operation or implementation of its state plan.

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND MENTAL RETARDATION

The Office of Ombudsman for Mental Health and Mental Retardation was created in 1987 to replace the Court Monitor established in the Welsch Consent Decree and as a result of the passage of the 1987 Adult Mental Health Act. It is governed by Minnesota Statute. 245.91-97 which directs the agency to promote the highest attainable standards of treatment, competency, efficiency and justice for persons receiving services for mental illness, mental retardation and related conditions, chemical dependency and emotional disturbance (children). The agency covers only those persons receiving services from an agency, facility or program as defined in statute. The agency outlines two primary functions upon which the work of the office is based. The first is to receive and review complaints about services provided by an agency, facility or program to an individual or group of individuals; and the second is to receive and review death and serious injury reports regarding individuals who are receiving services from an agency, facility or program. Agencies, facilities and programs for the purposes of this statute include the Department of Human Services, the Department of Health,

County Social Services, the Department of Education, local school districts and residential and non-residential programs that are licensed to provide services to the clients defined in statute. The agency reports directly to the Governor.

MINNESOTA STATE COUNCIL ON DISABILITY

The MSCOD was created by state law, Minnesota Statute 256.482, serves as a source of information to the public, and works on public policy matters regarding the administration of programs, services, and facilities for people with disabilities. The eleven area councils located through out the state are volunteer committees only and are not directly related to the MSCOD.

The Minnesota State Council on Disability (MSCOD) is an agency that collaborates, advocates, advises and provides information to expand opportunities, while increasing the quality of life and empowerment of all persons with disabilities. The vision of MSCOD is to be a primary, productive resource for disability related information, providing leadership and promoting innovative policies through effective administrative operations, legislative interaction, and statewide collaboration.

The customers of the agency are not only people with disabilities, but also their families, the Governor, members of the legislature, government and private agencies, employers, and the general public to whom the following services are offered:

- Review of disability issues, policies and programs and advise the Governor, the legislature, and state agencies.
- Promote coordinated, collaborative interagency efforts.
- Provide information and referral to persons with disabilities and the general public regarding disability issues, services, and policies.
- Collect, conduct and make disability related research and statistics available to all customers.
- Advocate for policies and programs that promote the quality of life for people with disabilities.

ISSUES RELATED TO CONSOLIDATION

- Each of the participating entities is responsible to separate federal and/or state statutory requirements. Many of these requirements create restrictions that require an independent purpose and function.
- Grass roots constituencies historically have lobbied to prevent efforts at consolidation that they believe may result in a loss of services, resources or status to their populations

THE COLLABORATIVE STUDY GROUP IS COMMITTED TO

Pursuing natural partnerships that enhance services to the citizens they serve.

OVERALL CONCLUSIONS AND RECOMMENDATIONS

The comprehensive discussions that resulted in the final version of this report revealed several significant findings.

SPACE COORDINATION/CONSOLIDATION

1. The delivery of services to individuals with disabilities in Minnesota is divided among numerous agencies, often resulting in service delivery that is not seamless.
2. There is a need for significant legislative support for a centralized, first point of contact for individuals with disabilities seeking services regardless of where the services are physically located.
3. The Council on Development Disabilities and Centers for Independent Living are prohibited under federal law from certain types of location within state government entities.
4. The regional locations of the Centers for Independent Living (CIL) severely limit their ability to co-locate with other CILs.
5. Federal and State statutory and regulatory changes would be required to achieve co-location of several of the participants.
6. The two remaining agencies, The Minnesota State Council on Disability and the Ombudsman for Mental Health and Mental Retardation, are currently located in the Metro Square Building in downtown St. Paul and for all intents and purposes are co-located but their office spaces are on different floors. This is not unlike divisions of larger agencies.
7. The existence of individual lease contracts (eleven in total) is a barrier to a seamless or cost effective co-location effort.
8. The Ombudsman for Mental Health and Mental Retardation is currently in a co-location relationship with the Ombudsman for Older Minnesotans and that relationship would have to factor into any relocation decisions.

9. Participants currently possess the capacity to create a virtual co-location by creating links electronically to their services and resources to one another by creating specific links on the individual Internet web sites.
10. Each of the participating entities is responsible to separate statutory requirements. Many of these requirements include a specific and independent purpose and function.
11. There would be extensive costs associated with any relocation efforts. Given the differences in the federal and state missions and the type of services offered to the different citizens served, it does not appear that any significant amount of rental space would be reduced. Even if some space savings could be achieved, the cost to achieve such a co-location including time and services lost during the moves would not be cost effective.
12. This type of co-location project would require extensive coordination. Each of the affected agencies are currently operating on minimum staffing levels. Planning for co-location would create a diversion of human resources away from direct services to citizens with disabilities causing a reduction in services currently available.
13. Funding for co-location does not currently exist within agency budgets and would require additional appropriations from the legislature.

SHARED USE OF TECHNOLOGY

1. The use of computer technology has evolved to an essential aspect of providing disability services.
2. The rapid development of new hardware, software, servers, connectivity, modems, broadband and other related items is very difficult for small agencies to keep up with. To stay current, technical staff needs training and support. Currently it is difficult for small agencies to find support to meet their individual needs.
3. The complexity of integrating the various IT systems would take time and expertise that is currently not available within these agencies and there are no funds for outside consultation. The time to coordinate such a project would take staff of each agency away from the service delivery to citizens.

COORDINATION OF RESOURCE PRIORITIES

1. Each of the participating entities is responsible to separate statutory requirements. Many of these requirements create restrictions that require an independent purpose and function.
2. Currently each agency stretches their current staff just to be able to provide core or mandated services. Due to budget cuts, agencies have already cut most discretionary services from their operations.

3. Duplication of functions has been eliminated.
4. Agencies are looking for ways to refer citizens with disabilities who only minimally meet the agency's definition of a client, to the agency that is in the best position to meet the citizen's specific needs. If a need can be better met by another disability related agency, contacts are referred to that agency. If there is any role for the referring agency, it would be as a backup or consultant to the primary agency in related areas not covered by the agency.
5. The agencies listed in this report were created because of grass roots efforts of affected constituencies. This was done because needed services were not available. Due to reduced resources and increased costs, agencies are limited to performing the identified service.

SUMMARY

Currently small agencies struggle to provide services consistent with need because of limited resources. These agencies provide limited but unique services. These agencies are often aware of other agencies that perform different needed services for the same clients. It is important that they collaborate for the benefit of the citizens served and to stay current on what services are provided and by whom. It is beneficial for agencies and organizations who work with similar clients or who perform similar functions for different clients to strive to collaborate and coordinate services. Efforts put forth at the service delivery level by staff that know and understand the history and details of the work performed are more likely to succeed than those established as a result of a top down mandate.

- **The state should provide support, encouragement and resources to further the efforts of natural partnerships that make sense for citizens.**

The State of Minnesota has extensive administrative laws and rules that require all agencies to perform certain administrative functions consistently across all agencies regardless of size. Large agencies have entire divisions that perform those functions with staff who can be designated to do a specific function allowing them to have in depth knowledge and experience in a limited number of duties. Small agencies are faced with having an administrative generalist who must perform many different duties requiring them to have some knowledge in many areas but without expertise in any specific area.

In addition, large state agencies are often housed in state buildings that because of staff size can provide certain necessary but limited use spaces such as interview and meeting rooms, cafeterias, and employee wellness areas. Small agencies are often forced to lease in the private rental market for space that may not be optimum to meet their needs but is all that is available given limited resources. These small agencies also often struggle to perform all of the complex, administrative services required including computer technology, purchasing and vendor payments, payroll, human resources, employee benefits coordination, vendor contracting, budgeting, technical support, general and specialized training and many more. When agency

personnel are not well trained or do not perform a function often enough to be efficient, it costs the agency and the state. The state could develop a program of support for small agencies that is modeled after the private business concept of the small business incubator programs. The concept is to develop rental space where small business can locate in a building that provides administrative supports and shared spaces that are needed while only renting the office spaces needed for the personnel of the small business. Common spaces and service expenses are spread over the entire rentable square footage and are figured into lease rates.

- **The Departments of Administration, Finance and Employee Relations could develop a specific building designed and managed to meet the needs unique to small and medium size agencies that would generally be considered under the heading of Boards and Commissions. The three major agencies listed that generally provide support to small agencies could develop units to provide administrative services that could be purchased by the small agency that would allow increased efficiency. This would allow the agency to focus its efforts in the professional area they serve. Such a building could provide shared spaces for centralized reception services, meeting and training spaces and employee amenities not often available to small agencies.**

Minnesota is one of eight (8) states that do not have a task force or a commission committed to the implementation of the ADA as presented in the Olmstead decision of the U. S. Supreme Court. (The other seven (7) states are: Kansas, Michigan, Nebraska, Oregon, Rhode Island, South Dakota, and Tennessee.)

- **The legislature should direct the Department of Human Services to convene a task force to include the agencies listed in this report along with other stakeholders to develop a written plan to ensure the state is in compliance with the ADA and the Olmstead decision.**

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APPENDIX

Table of Agency Comparison

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	Centers for Independent Living	Minnesota Governor's Council on DD	Ombudsman for MH/MR	Minnesota State Council on Disability
Mission	To assure the availability of Independent Living core services to all Minnesotans with disabilities. Each Center operates with its own mission statement.	Systemic change, capacity building, and advocacy activities to achieve independence, productivity, self determination, integration and inclusion (IPSII) of people with developmental disabilities and their families in the community according to the federal law.	To promote the highest attainable standards of treatment, competency, efficiency and justice for persons receiving services for mental illness, developmental disabilities, chemical dependency and children with emotional disturbance	To collaborate, advocate, advise and provide information to expand opportunities, increase the quality of life and empower persons with disabilities.
Core Service	Delivery of Independent Living services in a consumer-directed manner that are designed to assist individuals to live self-directed lives.	Information, education, and training to build knowledge, develop skills, and change attitudes leading to increased IPSII.	Review medical incidents, concerns for quality of care, violations of rights and denial of services in agencies, facilities and programs and provide training to improve quality of care for the persons with cognitive disabilities	Advocate for policies and programs that promote the quality of life for persons with disabilities.

	Centers for Independent Living	Minnesota Governor's Council on DD	Ombudsman for MH/MR	Minnesota State Council on Disability
Function	Provide a variety of individualized direct services to people with disabilities including, but not necessarily limited to, the four IL core services of Independent Living Skills Instruction; Individual and System Advocacy; Peer Mentorship; and Information and Referral. Centers also provide a wide range of community-based activities covering a variety of disability related topics.	Partners in Policymaking® Partners Graduate Workshops Cultural Outreach Programs in the African American; American Indian; and Hispanic Communities. Conversion of the Partners Program to E-Learning Self Advocacy, Publication Dissemination, E-Government Services, Customer Focused Research, Quality Improvement Through Application of the Baldrige Framework	1. Receive and investigate complaints and facilitate outcomes. 2. Receive and investigate death and serious injury reports 3. Home to the Civil Commitment Training and Resource Center	Providing aid and advisory services on disability public policy. Information, referral and assistance on all disability services and programs. Technical assistance on laws, regulations and codes. Collect, conduct and make disability research and statistics available.
Administrative Structure	501(c)(3)	State agency division within Department of Administration	Independent State Agency	Independent State Agency
Revenue Sources	\$1,874,000 State funds (SFY 04-05 = \$ -0-) \$850,280 Federal Funds (*Each CIL varies in their collection of fee-for-service, grantsmanship and individual donations.)	Federal: \$1,041,596 (FFY 2003) and State: \$74,000 Additional grants: HCFA - \$25,000 Projects of National Significance - \$100,000	100% State General Fund 02/03 funding at \$ 1,450,000 per year 04/05 proposed funding \$ 1,242,500 per year	State of Minnesota, General Fund, \$500,000
Empowering Legislation	Title VII, Federal Rehab Act, as amended. Minnesota Statutes 268A.01 & 268A.11	Developmental Disabilities Assistance and Bill of Rights Act (DD Act)(P.L. 106-402)	M. S. 245.91-.97	M.S. 256.482

	Centers for Independent Living		Minnesota Governor's Council on DD	Ombudsman for MH/MR	Minnesota State Council on Disability
Limitations	Currently, service delivery is limited to specific geographic areas due resource limitations.		Several restrictions are placed on the use of federal funds.	Restricted by limitations in resources. More calls for service than resources to handle the calls	
Locations	East Grand Forks Hibbing Marshall Moorhead	St. Cloud Rochester St. Paul Mankato	St. Paul with statewide outreach and dissemination.	Central Office- St. Paul Regional Offices in RTCs in Willmar St. Peter Anoka Duluth Brainerd Fergus Falls Anoka	Main office, St. Paul, but serving all of Minnesota

