



Museums for America

Sample Application MA-10-19-0224-19
Project Category: Lifelong Learning

Long Island Children's Museum

Amount awarded by IMLS:	\$209,865
Amount of cost share:	\$223,331

Attached are the following components excerpted from the original application.

- Abstract
- Narrative
- Schedule of Completion

Please note that the instructions for preparing applications for the FY2020 Museums for America grant program differ from those that guided the preparation of FY2019 applications. Be sure to use the instructions in the [FY2020 Notice of Funding Opportunity](#) for the grant program and project category to which you are applying.

Long Island Children's Museum – LICM4all Phase 2 – Abstract

Project Activities & Timeframe

The Long Island Children's Museum (LICM) in Nassau County, NY, is requesting a *Museums for America* grant for the implementation phase of **LICM4all** -- a Museum-wide initiative to reach, engage and better serve visitors with differing abilities, especially neurodivergences and mobility difficulties. In 2015, LICM received a *Museums for America* grant to support Phase 1 of the **LICM4all** initiative through planning, prototyping and evaluation. **Phase 2 of LICM4all** will raise the level of service to these audiences by: 1) expanding awareness of LICM as a resource through welcoming, inclusive and accessible programs and practices; 2) strengthening navigation and deepening experiences for families, as well as schools and community organizations serving these audiences; and 3) disseminating lessons learned and best practices pertinent to the LICM4all project to local, regional and national peers. Museum leadership views the process of becoming more accessible and inclusive as a critical opportunity to strengthen its ability to serve its public.

The project will take place from **October 2019 to September 2021**. The key activities are sequenced as follows: 1) Updates/revisions to Logic Model; 2) Advisory Committee Meetings; 3) Participation in Communities of Practice (including site visits) & Launch of Long Island Accessibility Consortium; 4) Expanded staff training; 5) Implementation of navigation and program components; 6) Increased marketing and website content development; 7) Implementation of enhanced facility components – both for exhibition areas and visitor services; 8) Development of Sustainability Plan; 9) Evaluation & reporting; and 10) Dissemination of results.

Project Need

Significant information about the needs of the intended audiences was gathered during Phase 1 of LICM4all. The Museum is continuing to work with an 8-member Advisory Committee of parent advocates, professional individuals, and community organizations that serve or represent families who have members with neurodivergences or mobility difficulties. The Committee collaborated with the LICM team to assess, inform, guide and assist with training, prototyping and evaluation – supporting continued dialogue about the needs and challenges of these audiences. The Committee confirmed that LICM4all addresses a critical need for families on Long Island.

Benefits to Audience

Because the needs of the audiences served by the LICM4all initiative vary significantly, LICM has worked to make adaptations and improvements in the Museum to enhance visitor experience and develop awareness of the resources available. LICM4all is designed to benefit visitors with neurodivergences and visitors with mobility difficulties on Long Island, and the organizations that serve them.

Intended Results

The following intended results of LICM4all Phase 2 have been designed to address the needs and challenges of populations and organizations in the LICM community:

1. Heighten awareness of LICM as a place that welcomes and is responsive to the needs of families with children with differing abilities.
2. Increase the likelihood that these families have successful visits as a result of improvements to resources available, program experiences or augmentations, & modifications to the facility, such as noise reduction.
3. Expand the number of families utilizing program accommodations such as Friendly Hours.
4. Raise the comfort and competency level of staff that interact and engage with this audience.
5. Continue developing relationships with pertinent organizations through the Advisory Committee.
6. Establish and lead a Long Island Accessibility Consortium of other organizations working to increase accessibility and inclusion at their organizations.

Measuring Success

LICM will collaborate with Cheryl Kessler of Blue Scarf Consulting (MN) to coordinate and implement all phases of evaluation for LICM4all Phase 2. Kessler has created an outcomes-based evaluation plan designed to gather measurable data tied to the IMLS Agency-Level Goal of **Promoting Lifelong Learning** and the intended results of the project. The process will begin with a review and revision of the Logic Model created in Phase 1. She will continue to build staff capacity for evaluation by coordinating data gathering tasks with LICM staff.

1. Project Justification

Project Proposal & *Museums for America* Category of Learning Experiences

The Long Island Children's Museum (LICM) in Nassau County, NY, requests \$209,865 from the IMLS *Museums for America* program for the implementation phase of a Museum-wide initiative, **LICM4all**, to reach, engage and better serve visitors with differing abilities, especially neurodivergences¹ and mobility difficulties. In 2015, LICM received a *Museums for America* grant to support the first phase of the **LICM4all** initiative which consisted of comprehensive planning, prototyping and evaluation. **LICM4all Phase 2** will build on the data and experience gathered from the planning phase. Developed in collaboration with an **Advisory Committee** comprised of professionals and organizations in the community serving these populations, LICM4all Phase 2 encompasses new and expanded project components, including significant facility improvements. In Phase 2, LICM will continue to work with community advisors and organizations that serve these specific populations in order to more effectively engage families that have children with a diverse range of abilities.

Phase 2 of LICM4all will raise the level of service to these audiences by: **1)** expanding awareness of LICM as a resource through welcoming, inclusive and accessible programs and practices; **2)** strengthening navigation and deepening experiences for families, as well as schools and community organizations serving these audiences; and **3)** disseminating lessons learned and best practices pertinent to the LICM4all project to local, regional and national peers. Museum leadership views the process of becoming more accessible and inclusive as a critical opportunity to strengthen its ability to serve its public.

Project Background:

The impetus for LICM4all grew out of the Museum's participation as a member of the first cohort in the Cultural Competence Learning Initiative (CCLI), led by the San Jose Children's Discovery Museum and funded by an IMLS 21st Century Museum Professionals Grant. Participation in CCLI resulted in a new, year-long series of staff training sessions at LICM in 2013, during which it became evident that ***staff felt the least confident and knowledgeable about working with audiences with developmental and other disabilities.*** It was decided that a dedicated initiative was needed to provide training and support for staff and to engage a wider audience of children and families with differing abilities on Long Island. With the support of an IMLS grant in 2015, LICM launched the LICM4all initiative.

Identifying & Addressing Needs: LICM4all

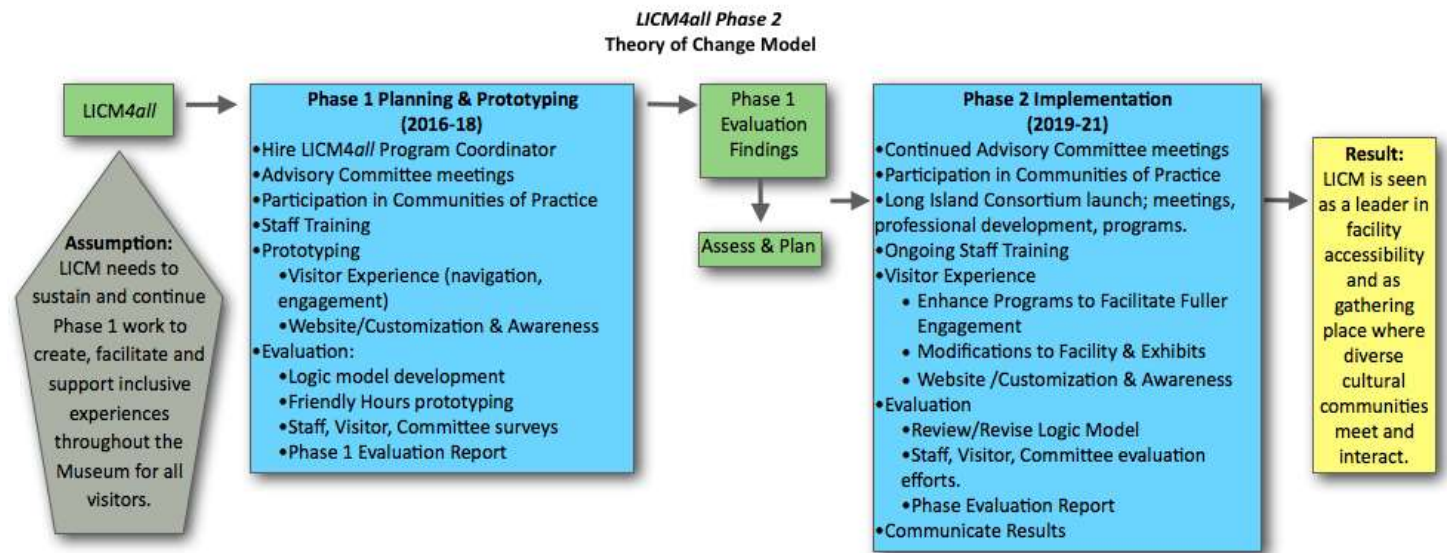
Through the LICM4all initiative, LICM seeks to better understand the needs and challenges experienced by families who visit the Museum with children who have a range of differing abilities. LICM has used evaluation findings and knowledge gained to shape the creation of positive and supportive experiences at the Museum.

The first important step of the LICM4all planning phase was to hire a Program Coordinator to oversee the implementation, evaluation and ongoing coordination of LICM4all within all departments of the Museum. The Museum also formed an Advisory Committee, whose role was to engage LICM in local communities of practice, provide staff training, contribute to evaluation efforts, promote programs to constituent audiences, and guide improvements to the visitor experience.

Significant information about the needs of the intended audiences was gathered during the planning phase from the Advisory Committee and visitor interviews. LICM learned that there were specific needs in the areas of wayfinding/orientation, program adaptations/enhancements, dedicated hours of operation and resource development to support individual and group visits to the Museum. [See: SUMMARY OF PHASE 1 EVALUATION]

Phase 2 will implement findings from the planning phase by refining and increasing program services offered and carrying out recommended facility modifications. The following graphic illustrates the relationship between the planning and the implementation phases, and demonstrates how Phase 2 will build on planning completed in the first phase:

¹ "A person whose neurocognitive functioning diverges from dominant societal norms in multiple ways – for instance, a person who is Autistic, dyslexic, and epileptic – can be described as multiply neurodivergent." <http://neurocosmopolitanism.com/neurodiversity-some-basic-terms-definitions/>



Benefiting Audiences: Individuals and Organizations

The needs of the audiences served by the LICM4all initiative vary significantly and LICM has worked to make adaptations and improvements in the Museum to enhance visitor experience and develop awareness of the resources available. **LICM4all is designed to benefit visitors with neurodivergences and visitors with mobility difficulties on Long Island, and the organizations that serve them.** These groups were chosen based on research defining “high incidence” and “low incidence” audiences. For instance, children who are blind or have low vision are “low incidence” in the Long Island population. In contrast, children on the autism spectrum are “high incidence.” Thus, the project activities and related audience goals are weighted so that LICM can have the largest impact in the community. According to recent U.S. Census data, 9% of the population of Nassau and Suffolk Counties, or 248,429 people, have a physical or mental disability. Of this number, 16,850 are children 17 or younger, an increase over the past two years of more than 1,500 children.

Additionally, 7% of families responding to a **2017 LICM Visitor Survey** indicated that at least one member of their family was neurodivergent or had a mobility difficulty. This is well above a national average of 1 in 68 children (1.5%). The Advisory Committee has confirmed that this project is helping to serve a critical need on Long Island. [See: [LETTERS OF SUPPORT FROM ADVISORY COMMITTEE](#)] Through ongoing work with the Advisory Committee and the development of a Long Island Accessibility Consortium in Phase 2, partnerships with community organizations that work with these populations will be strengthened. Reaching beyond LICM, the creation of the Long Island Accessibility Consortium (see below) will support museums to better serve these visitors.

Addressing Goals of Museums for America & Lifelong Learning Category

LICM4all strengthens the ability of LICM to create, facilitate and support inclusive experiences throughout the Museum for visitors with neurodivergences and mobility difficulties. The needs of children and families with disabilities continue to be the core of the LICM4all initiative, which enables these visitors to experience a more welcoming, supportive, and rewarding Museum environment. With this focus, the project directly supports the goals of Museums for America in general, and the **Lifelong Learning** category in particular, as it seeks to make the LICM facility and its programs more accessible to audiences with special needs.

Advancing the Strategic Plan

LICM4all advances LICM’s strategic initiatives to: *Offer programs onsite and in the community for diverse audiences that provide opportunities for engagement, interaction and reflection; Embrace the growing cultural diversity and changing demographics of the region with an institution-wide plan to serve and increase visitation from these audiences; and Provide a vibrant, fully accessible, quality facility to support the fullest expression of the Museum’s mission and strategic initiatives.* The project addresses several specific goals in the Strategic Plan, including: *Increase the Museum’s role as a gathering place where diverse cultural communities meet and interact; Provide a welcoming and accessible space for the neurodiverse and mobility-impaired communities that promotes engagement and interaction in their Museum experience; and Be a leader in facility accessibility, exceeding standards, and be embraced and supported by our neurodiverse and mobility-impaired communities.* LICM4all strengthens the Museum’s ability to serve new audiences, and address community needs and national advocacy initiatives, thereby strengthening LICM’s institutional capacity.

2. Project Work Plan

Specific Activities: Sequence and Descriptions

Project activities have been developed and sequenced to allow the outcomes of the planning and prototyping phase to inform Phase 2. The progression from the planning and prototyping phase (Phase 1) to Phase 2 is illustrated in an attached chart. [See: [PHASE 1 & 2 PROGRAM CHART](#)]

The key activities are sequenced as follows: 1) Updates/revisions to Logic Model; 2) Advisory Committee Meetings; 3) Participation in Communities of Practice (including site visits) & Launch of Long Island Accessibility Consortium; 4) Expanded staff training; 5) Implementation of navigation and program components; 6) Increased marketing and website content development; 7) Implementation of enhanced facility components – both for exhibition areas and visitor services; 8) Development of Sustainability Plan; 9) Evaluation & reporting; and 10) Dissemination of results.

LICM4all – Phase 2 will include the following components:

I) Expanded Staffing

■ **Access and Inclusion Manager**

For Phase 2 the responsibilities and position of LICM4all Program Coordinator will be expanded and the job description and title will be changed to **Access and Inclusion Manager** to better reflect new job duties and an increased level of responsibility and impact throughout the institution. The position, held by Beth Ann Balalaos, has become integral to the success of the program and the Museum will increase the position to 5 days a week. Balalaos ensures that LICM4all goals are fully integrated across visitor service/experience, programs, marketing and exhibition activities.

■ **Additional Hourly Education Staff**

LICM will add Hourly Education Staff to provide twice as many “Friendly Hours” (times that families and special needs classes can visit the Museum when there are fewer people, less noise, and lower lighting).

II) Facility Improvements

■ **Improved Museum Navigation**

LICM will improve navigation of the Museum and its programs in two ways: **1)** installation of iPad tablets in key areas throughout the Museum to heighten awareness of and enable access to the **LICM4all mobile app** and the [LICM4all](#) webpage; and **2)** a video monitor in the Museum’s lobby offering **orientation information** for visitors in several languages (including American Sign Language).

Information will be updated for the Museum’s LICM4all mobile app (launched in Spring 2017) which features navigational icons, sensory maps, program schedules, Picture Exchange Communication System (PECS) cards, and games for wait time. In a review of the mobile app, a NY City parents website said: *“The Long Island Children's Museum gets it: under the best circumstances, it takes planning to pull off a great outing with kids; if your child has special needs, even more so. That's why we think [their new smartphone app isn't just smart, it's brilliant.](#)”*

■ **Facility & Exhibit Improvements**

Modifications to the facility and exhibits will be made in four areas: the full implementation of a Sensory Room (prototyped in planning phase), improvements to signage, the installation of motion-sensor paper towel dispensers in restrooms, and acoustic remediation. Further, modifications to exhibit components identified during the planning phase will be implemented in Phase 2. LICM hired **SH Acoustics Company** to conduct an assessment of the facility [See: [ACOUSTICS REPORT SUMMARY](#)] and they will make **acoustic remediations** including the installation of a zoned public address system.

III) Programs: New & Expanded

■ **Expanded & Enhanced Programs**

Expanded Programs & Components include: **increased Friendly Hours** (times when children who are neurodivergent or who have mobility difficulties can visit LICM when there are fewer people, less noise, and lower lighting); **multiple sets of Sensory Backpacks** (backpacks with manipulatives, stimuli-reducing items,

and Picture Exchange Communication System cards); and **additional Adapted/Sensory Friendly Theater Performances** designed for children on the autism spectrum (all prototyped in planning phase). **Outreach experiences** that are adjusted to meet the specific needs of audiences will be provided to schools/organizations. As a result of LICM4all, there have been significantly more requests for field trips for these students. To meet this need, LICM will set aside specific days reserved for these classes.

■ **Launch of Long Island Accessibility Consortium / Participation in Communities of Practice**

The LICM4all Project Team will continue to build understanding of current practice and knowledge by participating in communities of practice, including the NY metro area Museum Access Consortium (MAC) and the annual Leadership Exchange in Arts and Disability (LEAD) Conference at the Kennedy Center. Participation in these communities has inspired staff to **launch a Long Island Accessibility Consortium**. Staff will travel to Chicago where a similar consortium exists, and will continue visiting nearby institutions who are working collectively to serve these audiences. To provide an ongoing context for participation in these communities of practice, staff regularly reviews and discusses current research and best practices.

■ **Advisory Committee / Collaborating Organizations**

Staff will continue working with an eight-member Advisory Committee to inform and guide the project. The Committee will meet six times per program year with the Project Team. Some of their continuing tasks include: reading and reviewing the social scripts created for Adapted/Sensory Friendly Performances in the LICM Theater; testing materials and activities used in the Sensory Backpacks; and providing training for LICM Education and Visitor Services staff on the characteristics of specific audiences. Further, committee members will work to raise awareness about LICM's new programs among intended audiences.

■ **Expanded Staff Training**

Admissions and Visitor Experience staff play critical roles in welcoming all visitors. Training for staff enables them to recognize when they can offer additional assistance to visitors who need it. Staff training, designed and led by the Program Coordinator, has been a significant feature of the planning phase, and will expand in Phase 2 to increase the knowledge base, as well as the comfort and competency levels of staff. This will be accomplished using both the Advisory Committee and families who participate regularly in Friendly Hours. LICM will also hold one ½-day training session each program year with professionals from the field, as well as training sessions led by Advisory Committee members about current research & best practice.

■ **Expanded Website, Customized Marketing & Awareness**

In 2017, LICM launched a fully accessible website reflecting Web Content Accessibility Guidelines and Section 508 of the Rehabilitation Act of 1973. The **Community & Access** page features [LICM4all resources and programs](#). In Phase 2, the page will be updated and expanded to reflect new programs and resources developed. Marketing plans informed by survey results and the Advisory Committee will include targeted posts across social channels and closed captioning on social media video posts.

Project Maturity Level

The Museum believes that this second phase of LICM4all enters the Scaling Phase of the project's maturity. During Phase 2, the Museum will implement the programs prototyped in Phase 1 and carry out the recommendations of consultants regarding programmatic expansion and remediations to the facility. This will enable LICM4all to serve more visitors of differing abilities, as well as increase awareness of the improvements made through this initiative with peers in other institutions.

Risks to the Project

LICM has identified two areas of potential risk to the project. The first risk is the typically higher turnover rate for floor staff, cashiers and volunteers. Since these staff members are first to interact with Museum visitors, it is critical that they are well-trained. To address this, the Access and Inclusion Manager will schedule frequent trainings to support repetition and address knowledge/competency gaps. Additionally, panel discussions presented during the planning phase were videotaped and will be available for training purposes in Phase 2. The second risk is that the LICM4all Project Team is still learning about the needs and characteristics of the intended audiences. Staff will continue to request feedback, evaluate and listen to the guidance of the Advisory Committee. Review, discussion and course adjustments are part of Project Team meetings throughout Phase 2.

Project Planning, Implementation and Management

Suzanne LeBlanc, Museum President, will maintain broad oversight of the project, be responsible for financial management, meet with the Project Director at key points, and participate in program reviews and Advisory Committee meetings. She will adjust the workloads of Museum staff to ensure that they have sufficient time to devote to this project. **Jeanmarie Walsh Mansfield**, Associate Director of Education, will serve as **Project Director**. The **Project Team** includes **Beth Ann Balalaos**, LICM4all Program Coordinator, key Museum Education & Visitor Experience staff, Exhibition and Marketing Department staff, an external evaluator, and the Advisory Committee. Mansfield will track the project's progress through communication between Project Team members, regular staff meetings, and review points in the Schedule of Completion. She will ensure that team members anticipate and consider potential challenges and discuss these with the group throughout the project.

LICM staff possesses the qualifications necessary to accomplish this project. **LeBlanc** has 44 years' experience in the field. She has been instrumental in the development and oversight of major initiatives, many of which have addressed issues of diversity, equity and inclusion. She is President of the Board of the Museum Association of New York and a member of the NYS Regents Museum Advisory Council.

Jeanmarie Walsh Mansfield, Associate Director of Education, is the **Project Director** and oversaw Phase 1 of LICM4all. She joined LICM in 2004 and directs all aspects of community outreach initiatives. Mansfield is a certified art and elementary teacher, and holds an M.A. in Elementary Education. She will direct all aspects of LICM4all Phase 2, including working with the Advisory Committee, project staff and the evaluator; supervising the Access and Inclusion Manager; and managing the project budget.

Beth Ann Balalaos, Access and Inclusion Manager, will manage all aspects of LICM4all Phase 2 under the supervision of the Project Director. Responsibilities include Advisory Committee meetings, development and implementation of staff training and programs, liaising with all LICM departments as well as updating information for the website and mobile app. She will plan the start of the Long Island Accessibility Consortium, and coordinate with the project evaluator to gather evaluation data on-site. Balalaos was hired as Program Coordinator (.6 FTE) in Phase 1, and for **Phase 2 her role will be expanded to 5 days a week**, as she will take on expanded duties and responsibilities in her role as Access and Inclusion Manager.

Erik Schurink is Director of Exhibits and Facilities, and has worked in exhibition design for 29 years. He is responsible for the development, design, production, installation and maintenance of all exhibits, and oversees the management and care of all building systems and equipment. Schurink will participate in Advisory Committee meetings to share updates on acoustic remediation, revisions to exhibits, and other facility changes. He will oversee all exhibition and building enhancements.

Audrey O'Malley joined LICM in 2002, and became Associate Director of Visitor Experience in 2014. She is responsible for the quality of visitor experience, and oversees staff that is in regular, direct contact with the public. Actively involved in Phase 1, she will continue to integrate staff training into all customer service interactions and coordinate the implementation of customer service and visitor support enhancements.

Taylor Pirone, Box Office Supervisor, began working at LICM in 2017, and oversees all cashiers. Pirone and the team she supervises receive substantial, ongoing training about working with the intended audiences, and can offer resources and programs to benefit families and facilitate their entrance to and navigation of the facility.

Maureen Mangan, Director of Communications & Marketing, joined LICM in 2004. She coordinates outreach and advertising for the LICM4all initiative, and will work with the Advisory Committee to distribute information to audiences serving this population. She will also oversee revisions and additions to the website & mobile app.

Cheryl Kessler, **Project Evaluator**, **Blue Scarf Consulting**, has worked with LICM on the evaluation of several major projects, including LICM4all Phase 1, and has 19 years of experience working with museums and libraries. She will update the project Logic Model; develop, coordinate and implement all evaluation activities; coordinate the gathering/recording of data with the Access and Inclusion Manager, and assist with the dissemination of findings.

Steve Haas, **President & Principal Consultant with SH Acoustics** worked with LICM in Phase 1 to conduct an acoustic assessment of the facility. In Phase 2, they will implement acoustic remediations within the Museum.

Financial Resources

LICM has a track record of sound financial management and the necessary resources to implement LICM4all Phase 2. It has successfully integrated major initiatives into annual operations by aligning them with the strategic plan, and ensuring staff buy-in through cross-departmental project participation. Examples include: 1) *Together to Kindergarten*, a kindergarten-readiness program for recently immigrated families, funded by IMLS, foundations and corporations; and 2) *Theatre Program Expansion Project*, a capital and programmatic expansion of its performing-arts space, funded by IMLS, NY State Council on the Arts, and NY State Regional Economic Development Council. The Board is committed to this project's implementation and has allocated immediate and future resources.

Tracking Progress toward Achieving Intended Results

Cheryl Kessler of Blue Scarf Consulting will coordinate and implement evaluation for LICM4all Phase 2. Kessler has created an outcomes-based evaluation plan designed to gather measurable data tied to the IMLS agency goal of promoting Lifelong Learning and the intended results of the project. She will continue to build evaluation skills in staff by coordinating data gathering with the Access and Inclusion Manager. The process will begin with a review and revision of the logic model created during the planning phase. The Project Director will monitor the progress of the project, review Kessler's reports and make course corrections as needed following key review points. [See: LOGIC MODEL FROM PHASE 1; EVALUATION PLAN FOR PHASE 2]

Dissemination of Results

LICM staff shared results from the planning phase of LICM4all at the Museum Institute run by Museum Association of New York in 2018 and presented at conferences including Leadership Exchange in Arts and Disability (LEAD), Association of Children's Museums (ACM) and the NY Museum Educators Roundtable (NYCMER). In 2018 staff also participated in an American Alliance of Museums panel on access and inclusion. In 2019, staff will present at ACM and the Museum Association of New York (MANY). LICM staff anticipates that there will be substantial findings to share at the end of Phase 2. LICM will submit conference session proposals to the Association of Science and Technology Centers, LEAD, the Mid-Atlantic Association of Museums, NYCMER and MANY, as well as MANY's multi-day Museum Institute. Results will also be shared through the NYC Museums Access Consortium, Long Island Museum Association, Long Island Museum Educators Roundtable, and at local conferences attended by Advisory Committee organizational members. New downloadable resources on the Museum's website completed as part of this project will be accessible to other museums, organizations and families.

3. Project Results

Agency-Level Goal and Performance Measure Statements

LICM4all directly supports the IMLS stated interest of placing "importance on diversity and inclusion." Further, the project accomplishes Agency-Level Goal #1 - **Promoting Lifelong Learning**, by seeking to serve a more diverse audience at the Museum on an ongoing basis. As part of the evaluation of Phase 2, the evaluation consultant will collect data from both staff and visitors to measure the level of increased understanding, interest and confidence for both groups. Methods for gathering data and reporting results include: 1) an online partnership inventory survey for Advisory Committee members; 2) staff training feedback forms; 3) "think alouds" with intended users about the website; 4) Community of Practice reflection questions; and 5) visitor observations, pre/post surveys, or individual/group interviews with participants. The project evaluator will provide written reports and recommendations for review and discussion at the end of Years 1 and 2.

Intended Results

The following intended results of LICM4all Phase 2 have been designed to address the needs and challenges of populations and organizations in the LICM community:

1. Heighten awareness of LICM as a place that welcomes and is responsive to the needs of families with children with differing abilities.
2. Increase the likelihood that these families have successful visits as a result of improvements to resources available, program experiences or augmentations, & modifications to the facility, such as noise reduction.
3. Expand the number of families utilizing program accommodations such as Friendly Hours.
4. Raise the comfort and competency level of staff that interact and engage with this audience.
5. Continue developing relationships with pertinent organizations through the Advisory Committee.

6. Establish and lead a Long Island Accessibility Consortium of other organizations working to increase accessibility and inclusion at their organizations.

Expanding Behaviors and Attitudes of the Intended Audience

LICM anticipates that positive experiences for families with children who have disabilities will result in more first-time visitors, more repeat visits, and an overall shift in attitudes about the Museum as a welcoming, inclusive and accessible educational institution. For example, of 62 respondents to an online survey of Friendly Hours attendees, 28% visited for the *first time* because of the special program and 98% of surveyed families believed that experiencing the Museum after public hours with sensory adaptations allowed them to better engage with exhibits *and with other families*. Positive feedback received through social media channels echoes this. To assist in raising awareness of these new programs and resources, the Museum created a brochure about LICM4all. [See: BROCHURE] Staff believes that achievement of the intended results (above) will benefit *all* visitors. For example, a significant number of grandparents visit with grandchildren and many of the planned improvements, such as knowing when LICM is busiest and which exhibits are the loudest and most kinetic, will be helpful to them in planning their visits.

Tangible Products

The following tangible products will result from Phase 2 of LICM4all: installation of new Museum wayfinding/navigation equipment (a video kiosk in lobby and iPads/tablets placed in key locations); new staff training components; additional Sensory Backpacks; new adapted Theatre programs; facility improvements (installation of zoned P.A. system & restroom improvements); a revised Logic Model; two evaluation reports; mobile app and website updates; a Sustainability Plan; and the launch of the Long Island Accessibility Consortium.

Sustaining the Benefits of LICM4all

As with other initiatives, leadership considered how LICM4all would be supported in the future as an integral part of how the Museum relates to and supports all visitors. Throughout the planning phase, staff identified two key components to support sustainability. The first was the addition of a new staff person (LICM4all Program Coordinator, now Access & Inclusion Manager) who is responsible for coordinating the initiative, and the second was the creation of an Advisory Committee to provide short and longer-term expertise and guidance. Forming lasting partnerships with the organizations represented on this Committee supports increased marketing to these audiences. Expanding LICM's audience as a result of this project also generates more revenue resources to support the program in the future, including increased admissions and also new grant and sponsorship opportunities.

The Museum has strong support from other funders that recognize LICM's commitment to serve its community and underserved audiences in particular. The Museum has already secured new funding for LICM4all program components and will continue to pursue new individual, corporate and foundation funding for this initiative once IMLS funding ends. One of the funding initiatives of the upcoming capital campaign is the establishment of an endowment for long-term financial sustainability. This will help **support ongoing Accessibility Initiatives, including the funding of the Access and Inclusion Manager position over the long term.** The implementation of LICM4all Phase 2 will position the Museum to sustain the benefits of inclusion and accessibility and incorporate them as fundamental aspects of future exhibit and facility renovations.

LICM is committed to the sustainability of its key community and program initiatives and has had success with continued funding after initial IMLS support ended. For example, the Theater Program Improvement Project now earns three times in admission fees what it earned before completing an IMLS-funded expansion project, and another program, Together to Kindergarten, has benefitted from expanded foundation, corporate and individual support due a program expansion made possible by IMLS funding.

As described in *Inclusion, Disabilities, and Informal Science Learning*, achieving “inclusion in museums” not only requires that the design of spaces and programs enable visitors with a diverse range of abilities to physically interact and cognitively engage, but also to recognize that it is **“important that people with disabilities perceive that museums are inclusive of their needs.”** This perception is critical if museums intend to communicate that people with neurodivergences are a part of those institutions.² This awareness has been a guiding principal throughout the development of LICM4all.

² Reich, C., Price, J., Rubin, E., Steiner, M. 2010. *Inclusion, Disabilities, and Informal Science Learning*. A CAISE Inquiry Group Report. Washington, D.C.: Center for Advancement of Informal Science Education (CAISE).

Long Island Children’s Museum – IMLS Museums for America 2019 – LICM4all – Schedule of Completion

Activities & Tasks in Year 1 ▼ = one-day events, ■ = multi-day events	October 2019 – January 2020	February 2020 – May 2020	June 2020 – September 2020
Project Team is active throughout project.			
Advisory Committee Members continue to work with Project Team, meeting 6 times in Year 1.	▼ ▼	▼ ▼	▼ ▼
Evaluation: <ul style="list-style-type: none"> ● Updates to Literature Review (research, writing). ● Revisions and updates to Logic Model (facilitation of workshop with Project Team, revise, finalize). 			
Communities of Practice – Membership & Participation in NY metro area Museum Access Consortium workshops; local field trips to NY metro area organizations.	▼	▼ ▼	▼
Communities of Practice – Project Team members travel to Chicago for site visit (fall); Leadership Exchange in Arts and Disability Conference (summer).	■		■
Development and implementation of expanded staff training (Planning, research, coordination, training sessions with Advisors, Q&A/discussion with panel of professionals from the field).			
Year 1 Visitor Experience Improvements: Navigation, Programs (Improvements to navigation & experience of Museum visit, installation of iPad tablets, updates and resources on website & mobile app, new programs & program enhancements, outreaches).			
Year 1 Visitor Experience Improvements: Facility, Exhibitions (Sensory Room, acoustic remediations, installation of zoned P.A. system, signage, exhibit components).			
Evaluation: <ul style="list-style-type: none"> ● Staff Training (develop feedback tools, gather data). ● Communities of Practice (develop reflection tool). ● Visitor experience improvements (develop tools, gather & analyze data). ● Advisory Committee (online survey, data analysis). ● Year 1 Report (write, review with Project Team). 			
Communities of Practice – Planning of Long Island Accessibility Consortium: research/site visits (above), development, meetings, etc.			

Activities & Tasks in Year 2 ▼ = one/two-day events, ■ = multi-day events	October 2020 – January 2021	February 2021 – May 2021	June 2021 – September 2021
Project Team is active throughout project, develops Sustainability Plan.			
Advisory Committee Members continue to work with Project Team, meeting 6 times in Year 2.	▼ ▼	▼ ▼	▼ ▼
Evaluation: <ul style="list-style-type: none"> Review of Year 1 report by Project Team and Advisory Committee, review & revision of Logic Model (as needed). Integration of findings into plan for Year 2. 			
Communities of Practice – Membership & Participation in NY metro area Museum Access Consortium workshops and local field trips to NY metro area organizations.	▼	▼ ▼	▼
Communities of Practice – Site Visit – TBD (fall), Leadership Exchange in Arts and Disability Conference (summer).	■		■
Refinement & Continuation of expanded staff training (Additional research, training sessions with Advisors and families, Q&A/Discussion with professionals from the field).			
Year 2 Visitor Experience Improvements: Navigation, Programs (Installation of video monitor in lobby, improvements continue to navigation and experience of Museum visit, expanded website, new programs and program enhancements, outreaches).			
Year 2 Visitor Experience Improvements: Facility, Exhibitions (Install motion-sensor paper towel dispensers; Refinements to Sensory Room & signage).			
Communities of Practice – Continue planning, utilize research/site visits (above); Launch of Long Island Accessibility Consortium in January 2021 , first meetings & continued refinement.			
Evaluation: <ul style="list-style-type: none"> Staff Training & Communities of Practice (gather data). Visitor Experience Evaluation (gather & analyze data). Advisory Committee (develop reflection tool, online survey, emails). Year 2 Report (data analysis, write report with recommendations, review with Project Team). 			
Share Project Results: Will begin in Year 1 and continue in Year 2 by submitting conference session proposals; developing downloadable resources on LICM website, etc.).			