

Survey Results and Analysis Fees-for-Service In CILs Survey May 2014

Background

The IL-NET conducted a survey in May 2014 titled Fees-for-Service Survey in order to collect information regarding implementation of fees-for-service, business activities, and ongoing success of these programs in Centers for Independent Living. Fee-for-service is a payment model where a provider is paid for each individual service rendered as opposed to receiving a grant or contract for a program or block of services. This report summarizes the results from the 96 respondents who completed the survey.

Summary of Survey Results

A majority of respondents (85.4%) stated that their CIL currently receives fees-for-service (or for products), with the most commonly purchased services being ADA Consultations (36.5%), Nursing Home Transition Services (34.4%), and Employment Services (33.3%). The largest purchasers of services are Vocational Rehabilitation (46.9%), Medicaid (33.3%), and Businesses (32.3%). An overwhelming majority of respondents (89.5%) indicated they have not implemented any business ventures unrelated to their IL mission. The data indicated that 44.1% of respondents have 10-20 years of experience working with fees-for-service or business ventures and when asked if interested in coaching other CILs in developing fees-for-service or business ventures, 58.5% indicated openness to the idea.

The following provides a detailed breakdown of the survey questions and responses. For additional information, please e-mail dljones@ilru.org.

Question 1: Does your CIL currently receive any fees-for-service (or for products)?

Response	Count	Percent
Yes	82	85.4%
No	12	12.5%
Not Sure	2	2.1%

Question 2: Please check the services that are now purchased.

Response	Count	Percent
Access Design	19	19.8%
ADA Consultations	35	36.5%

Response	Count	Percent
Adapted Driver Evaluation/Training	0	0.0%
Assistive Technology Assessments	12	12.5%
Benefits Counseling	22	22.9%
Case Management	21	21.9%
Durable Medical Equipment Sales or Service	15	15.6%
Employment Services	32	33.3%
Financial Management Services	8	8.3%
Home Modifications	18	18.8%
Mental Health Peer Specialist	4	4.2%
Nursing Home Transition Services	33	34.4%
Personal Care Services	27	28.1%
Skills Training	22	22.9%
Wellness Training	8	8.3%
Youth Transition Services	13	13.5%
Other (please specify)	23	24.0%

Other:

Waiver Supports Coordination and Sign Language Interpreter Referral Services
Independent Living Skills instruction to Regional Center clients, travel training instruction
Producing Braille
consumer directed Medicaid waiver services facilitation
Fitness
Non-Medical In Home
Assistive Technology Training, Federal Ticket to Work Program
Assisting people in Nursing Facilities to know their community options and complete Medicaid Waiver applications
Operated personal care for 18 months, then closed the program
Section 504 surveys
veterans services
ADA classes
Day Habilitation and in-home PC and respite
Telecommunication access equipment distribution
Financial accounting for another non profit
Transportation

PASRR specialized services; support coordination for Medicaid DD Waiver; facilitation of Medicaid consumer-directed supports; options counseling
ASL
SEIU-sponsors training for working Personal Assistants. We provide training.
Adult Day Services and Social Security
Adaptive Equipment Sales, Orientation & Mobility Training, Sign Language Interpreting Services, Personal Adjustment Training, Braille Document, etc.
I&R and technical assistance on any disability rights & pgms
Wheelchair/equipment rental, Sensitivity Awareness Training
ASL interpreting, and management consulting, leadership training
Options Counseling, Peer Mentoring
Disability Awareness Training
Transportation Assessment Intakes, Utility Assistance
Selling curriculum from school programs we have created
Amplified Phone Program through ITAC (State)
ASL interpreting business, Medicaid Waiver providing Adult Daily Living Skills similar to IL Skills, contract with FTRI to provide amplified phones.
Medicaid Waiver Services Coordination and Resource Development Durable medical equipment and vehicle modification business
In-home services

Question 3: Please check the purchasers of the CIL's services/products that apply.

Response	Count	Percent
Businesses	31	32.3%
CDBG	11	11.5%
County Government	24	25.0%
Dept. of Agriculture	0	0.0%
Dept. of Economic & Community Development (State)	3	3.1%
Dept. of Education (State)	4	4.2%
Dept. of Health (State)	19	19.8%
Dept. of Labor (State)	7	7.3%
Dept. of Mental Health (State)	6	6.3%
Disability Insurance Company	1	1.0%
Housing Agency (State)	7	7.3%
Individuals	27	28.1%
Local Government	19	19.8%

Response	Count	Percent
Managed Care Organization	16	16.7%
Maternal and Child Health Services	4	4.2%
Medicaid	32	33.3%
School Districts	12	12.5%
Social Security	11	11.5%
Veterans Affairs	13	13.5%
Vocational Rehabilitation	45	46.9%
Other (please specify)	18	18.8%

Other Responses:

Hospitals, Colleges, and many others
Regional Center (DD system)
State of Indiana CHOICE Program
local higher education programs
State Board of Elections, Housing Authority
Area Agency on Aging
state agency for persons with developmental disabilities
College
Service Employees International Union
Pacific ADA Center
Private Pay
Department of Health & Senior Services
Dept. of Aging & Disability Services (state)
CILs, Dept. of Developmental Services
HCBS waiver teams
MN Dept of Human Services
a few foundations purchase equipment for patients
Colleges and Universities
Dept. of Transportation (state)
Other start-up nonprofits
State Telecommunications Access Corp

Question 4: Has your CIL implemented any business ventures unrelated to the IL mission?

Response	Count	Percent
Yes	6	6.3%
No	85	89.5%
Not Sure	4	4.2%

If yes, please list those here:

Auto Sales
administer section 8 vouchers
Great Lakes Business Leadership Network
Purchased building and leasing retail space
We have an IT Computer company that provides engineering, networking, and forensic computer builds (US State Department) and rugged laptops for law enforcement agencies, as well as software and website development

Question 5: How many years' experience do you have working with fees-for-service or business ventures?

Response	Count	Percent
Less than one year	11	11.8%
1 - 4 years	10	10.8%
5 - 9 years	14	15.1%
10 - 20 years	41	44.1%
More than 20 years	17	18.3%

Question 6: Would you be interested in coaching other CILs in the development of fees-for-service or business ventures?

Response	Count	Percent
Yes	21	22.3%
No	39	41.5%
Not Sure	34	36.2%