

# IL-NET

CIL-NET · SILC-NET

## Quality Beyond Compliance: Taking Charge of Your CIL's True Potential

**A State Example: Wisconsin's Process for Quality**

**March 19, 2014**

**10:30 a.m. – 12:00 p.m.**

*Presenter:*

**Maureen Ryan**

**Wisconsin Independent Living Network**

# Background on how WE approached improving quality in IL statewide

“one bad apple” “only as strong as your weakest link” – needed unity and consistency

- Developed state association of IL – unified voice, message and products
- Met with state IL funders = DHS & DVR
- Developed Quality Indicators for Independent Living Services (QUILS)
- Implemented systemic **peer** interaction

# Steps

- First – determine what **we** wanted to address regarding quality
- Second – determine what is quality – definition
- Third – how do **we** assess, maintain, and improve quality
- Fourth – how will **we** capture the quality of our services, what format for whom?

# Four Ms

- Meaning – Definition of 4 Core services, Other Services
- Measuring – How do **we** all count the same things, backup up our data – MIS
- Maintaining – consistently review, revise, add new
- Marketing – identify the products, adapt the message to the audience

# Achieving Consistent Statewide Quality

Who do we work with to achieve consistent statewide quality in the IL Network?

- Internally – within the IL Network
- Externally – other disability related and non-disability agencies, current and potential funders, policy makers

# Components of Quality

1. Quality Operations/Infrastructure – Financial, HR, Resource Development, Sound Governance – Board
  - Examples: Staff efficiency – 75% of direct service, 80% of goals, staff wages, staff development plans, committee involvement, staff training

# Components of Quality, cont'd.

2. Quality Programmatic/Services provided – 4 Core Services, Other Services (Fee for Services /FFS)
  - Define best practice, provide training, develop templates for consistent assessments
  - What do we want to measure – How do we count it? How do we document it – what and where is the data?
  - Who is involved? - Statewide Network – CILs (consumers, staff, board), State Association, SILC, - Statewide IL Network

# Components of Quality, cont'd. 2

- What is the framework for developing and maintaining “Quality”?
  - Program Committee
  - Joint SILC and state association meetings
  - Best Practice Committees
  - Committee Representation
- Tools – Websites, Conference calls, Face to Face Meetings, Annual and other Trainings, Blogs, Peer Technical Assistance



# Three Products Used for Quality Improvement

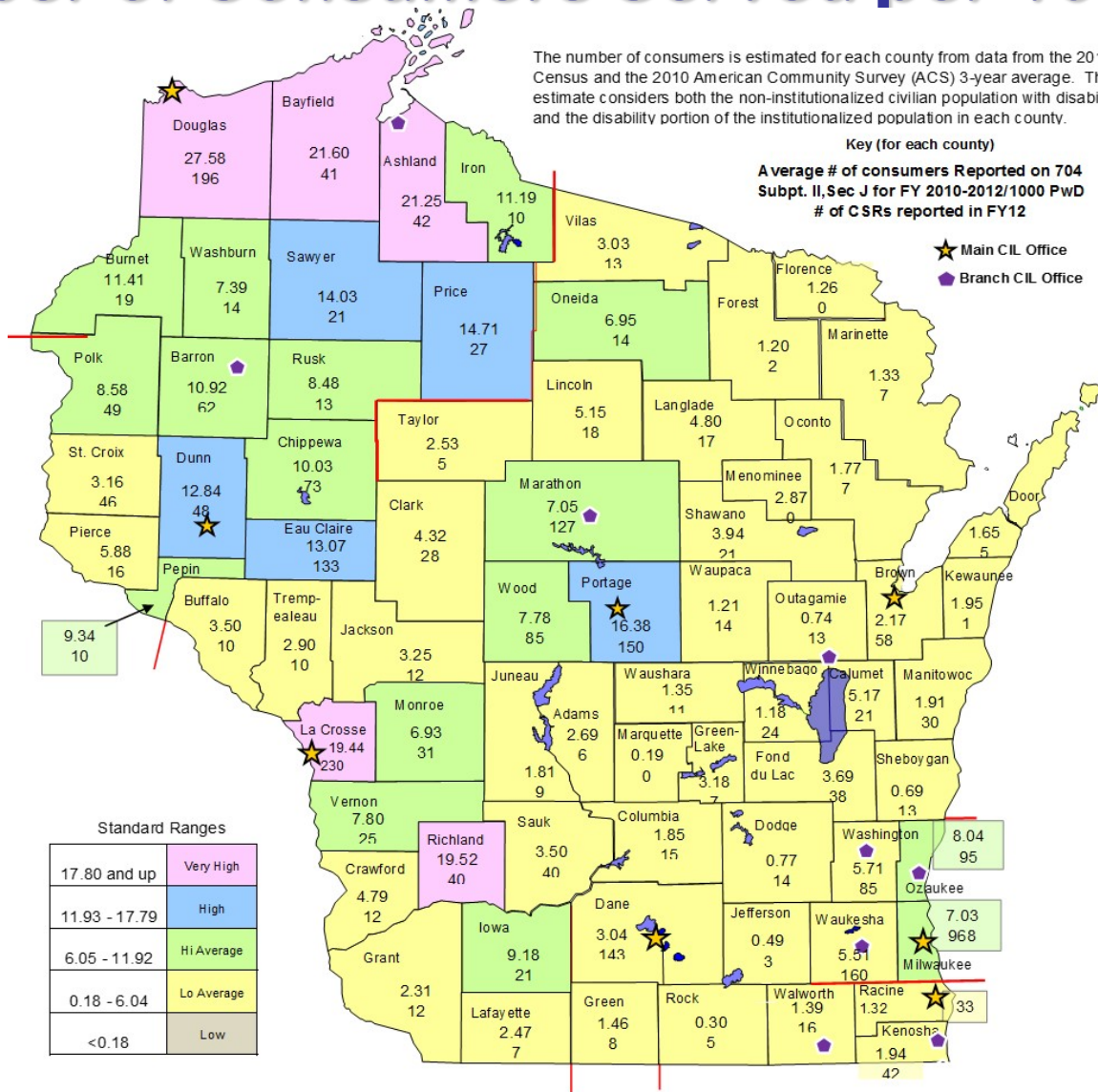
1. **704 and Beyond** = annual individual and statewide compilation of demographics and services
  - Shows current stats and trends
  - Demonstrates underserved, quality contract goals, Return on Investment (ROIs)

# Methods of Determining Quality Inside IL Network

[Excerpts from 704 Reports – FY 2012  
Summary]

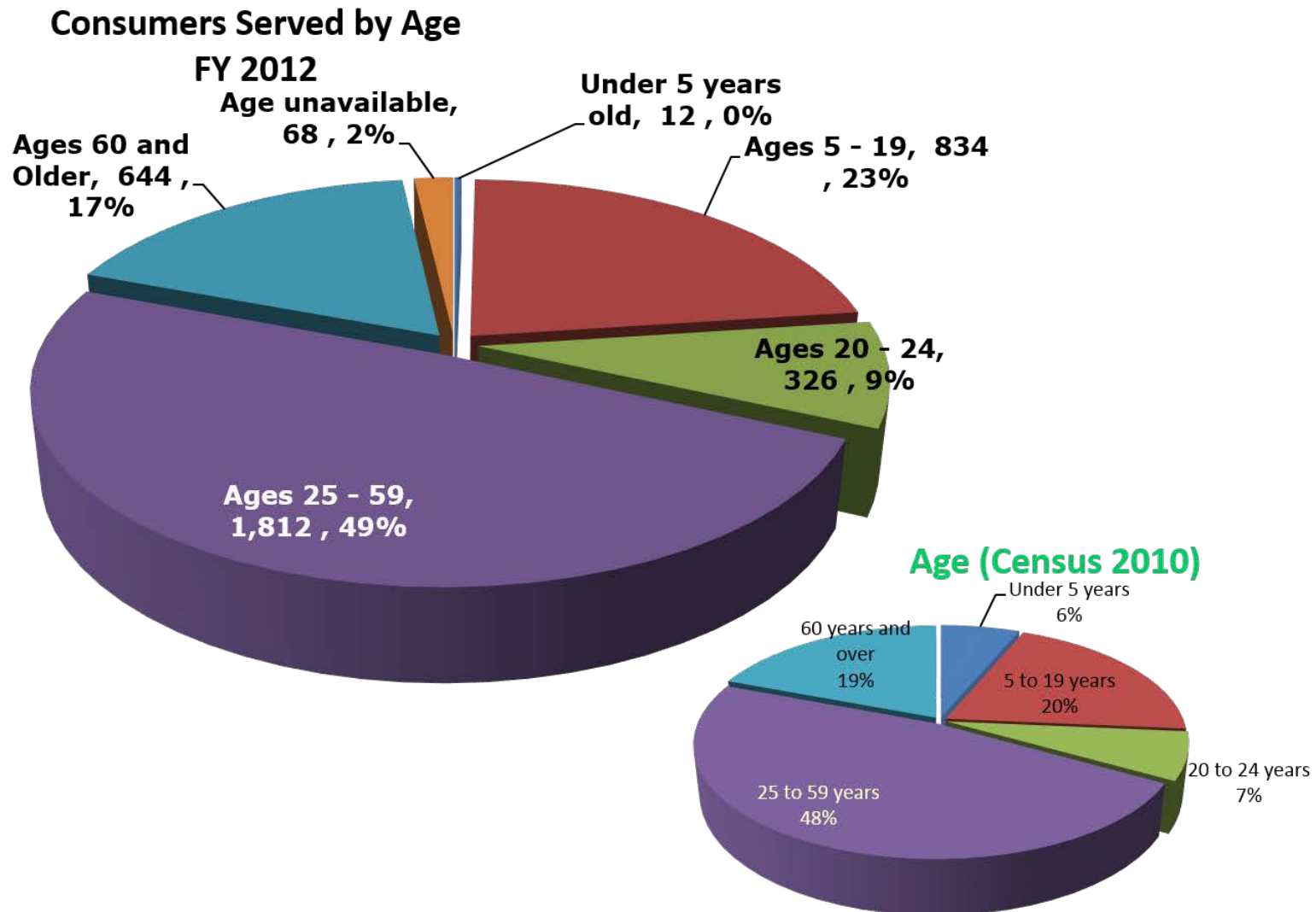
**704 Data: Determining Underserved**

# Number of Consumers Served per 1000

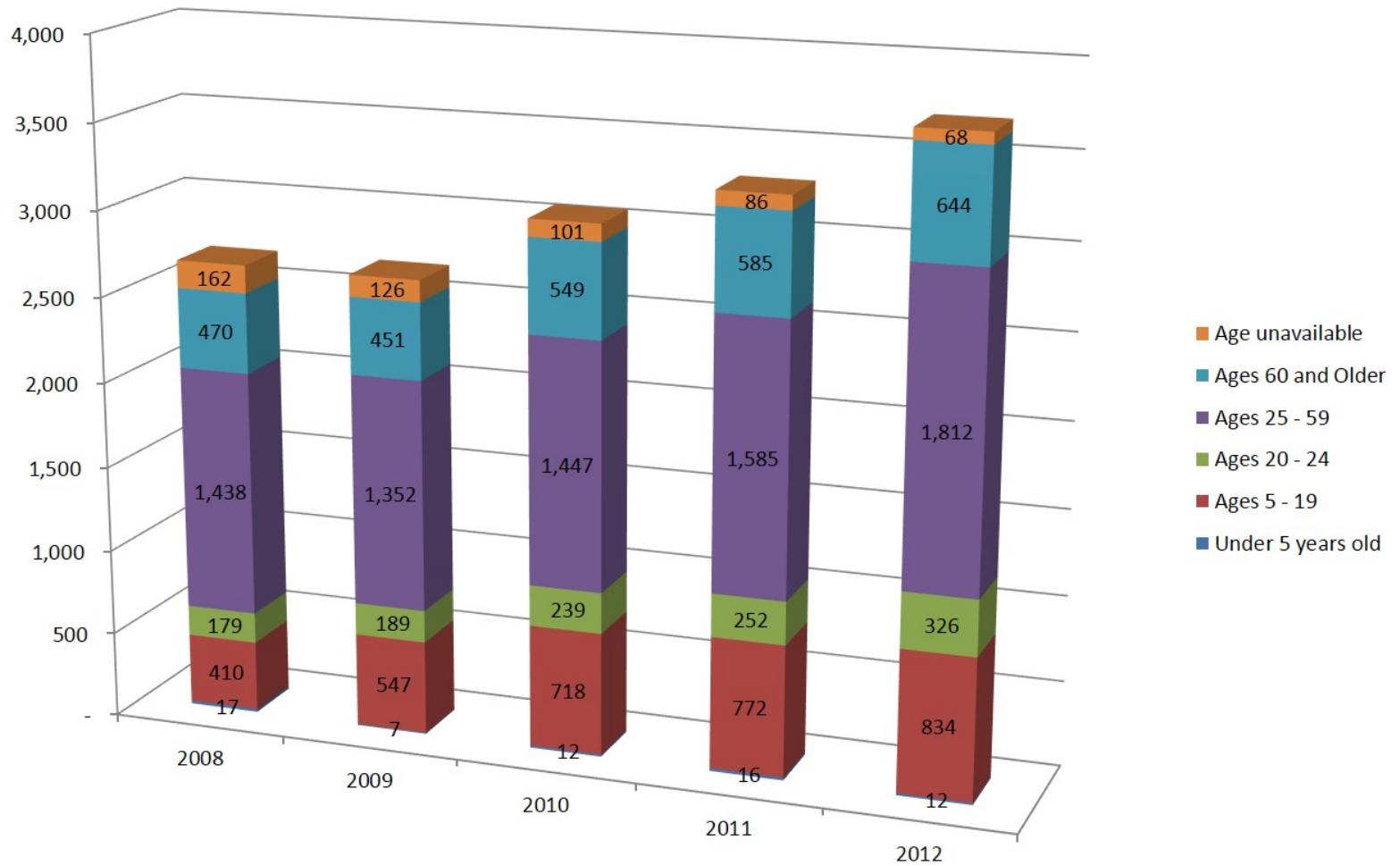


**Note**  
 The standard ranges shown on this map are based on the average of consumers served through independent living services for which a consumer service record (CSR) is required during FY 2010 – FY 2012. The raw numbers of consumers served during FFY 2012 through CSRs are printed under the average. None of the number reflect consumers served only through other methods, e.g. community activities.

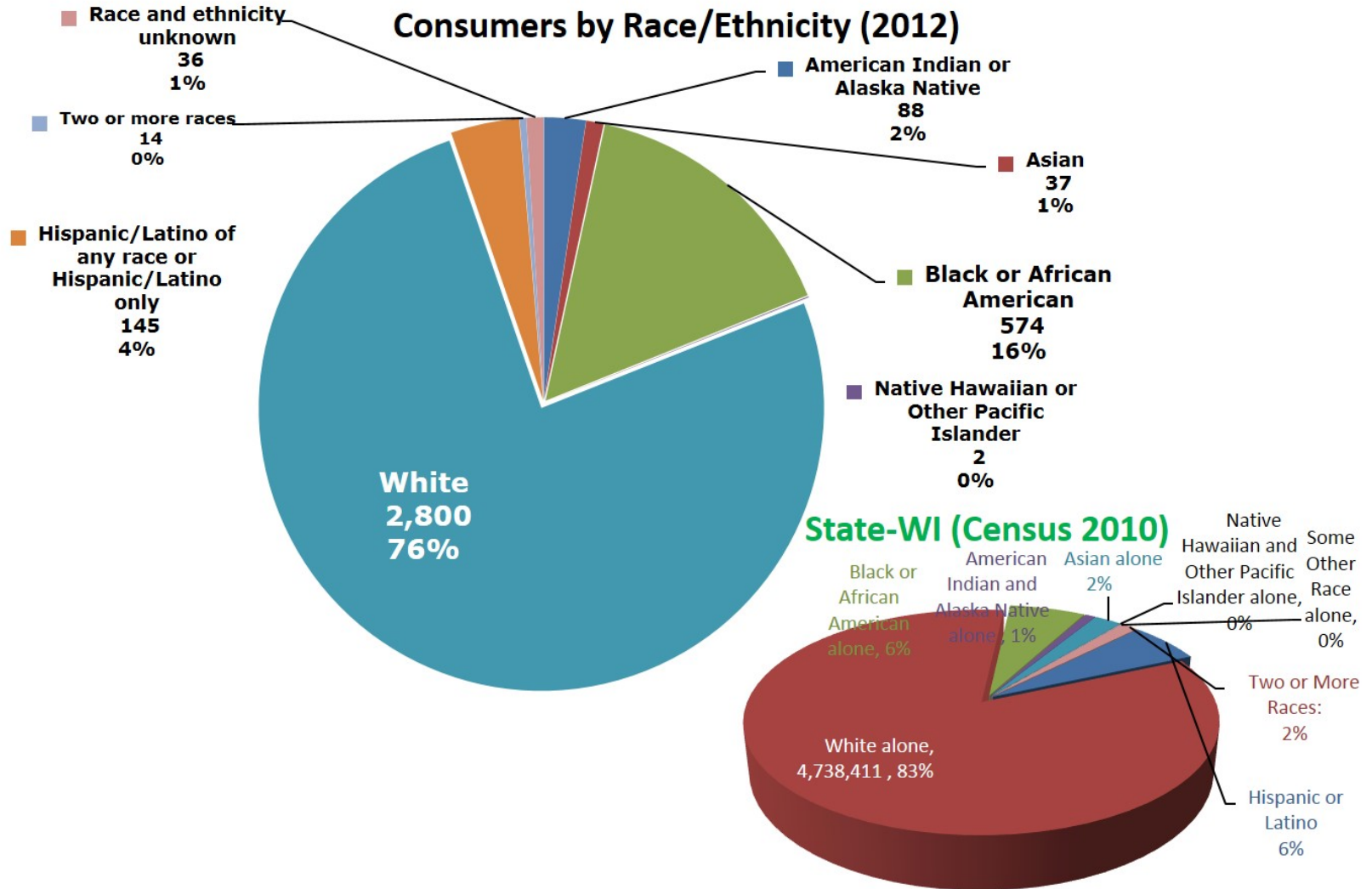
# Consumers by Age



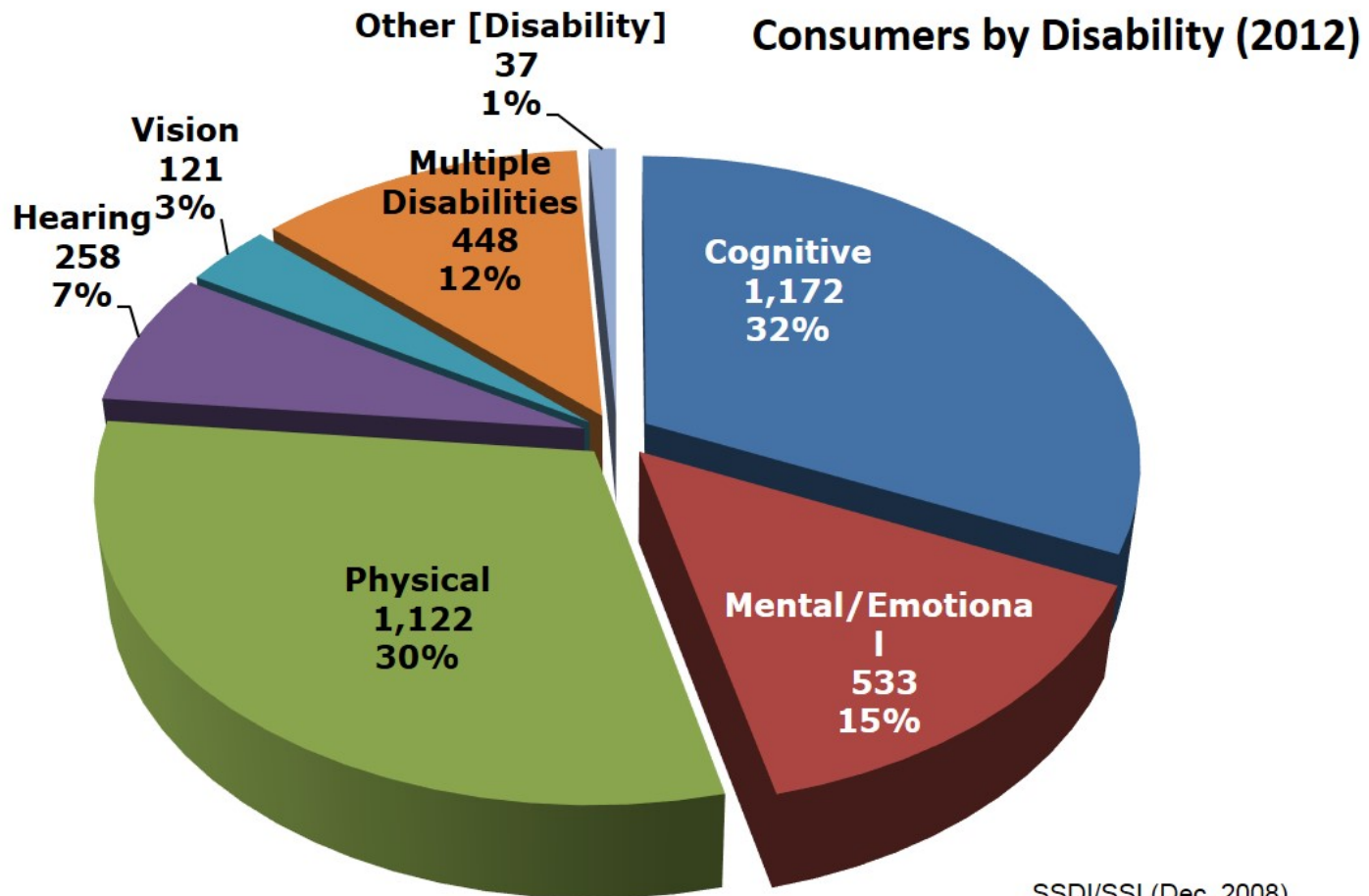
# Consumers by Age – Trend



# Consumers – Race/Ethnicity



# Consumers by Disability Type



SSDI/SSI (Dec. 2008)

	Number	%
Cognitive	47,346	20.3%
Mental/Emotional	71,870	30.8%
Physical	68,892	29.5%
Sensory	21,894	9.4%
Other	19,218	8.2%

# Three Products Used for Quality Improvement, cont'd.

## 2. QUILS – Quality Indicators for Independent Living Services – CIL Peer Review Tool

- Facilitated on-site by IL Peers and uses quality indicators for the federal standards and assurances for CILs. It goes beyond compliance to address best practice.



# **QUILS: Determining Quality Inside IL Network**

## **Quality Indicators for Independent Living Services (QUILS) Overview**

# Two Parts – Tool and Process

QUILS was developed specifically by and for ILCs = True Peers

- Tool – looks at federal standards & assurances of Rehab Act. Has quality Indicators that go beyond compliance. Provides do-able recommendations for Best Practice.
- Consumer control, Cross Disability, 4 core services, facilitation of progress toward goals, Resource Development, Sound Governance & Management, Overall

# Two Parts – Tool and Process, cont'd.

- Onsite Review by Peers (or self assessment) – Center controls who is on the Team & what they do with the findings.
  - a. Gathers and analyzes data, reaches consensus, identifies key strengths & areas of concern, provides recommendations
  - b. Conduct interviews with board, management, staff, and consumers (stakeholders) and review materials
  - c. Verbal presentation & written report

# Internal Benefits

- a. Strategic Planning Tool
- b. What's truly happening – promotes honesty, is confidential, non-comparative. Benchmarks for measuring progress/framework for continual improvement
- c. Gets a Center “unstuck,” ROI, New/Drop service?, Is provision IL-ey?
- d. Best Practice = quality, consistency, continuity. So you can demonstrate you're a Good Investment of public, private funds by articulating what you do, outcomes
- e. Results = high quality core services, increased quality community options, sound organizational, fiscal and personnel management, maintaining and obtaining funding from sources other than Base IL Funding

# Statewide Benefits

- Practical, flexible tool – large/small, old/new, rural/urban
- State's buy-in – defines values, unites the State toward consistent quality improvement (QI); development and maintenance (QA – quality assurance)
- SILCs can address their responsibility for the network of centers & how compliance with assurances is being monitored without doing the monitoring.

# Three Products Used for Quality Improvement, cont'd. 2

- 3. ILCs are a Great Investment** – individual CIL and statewide compilation of understandable outcomes. Market to potential funders, legislators, policy makers, general public

# Methods of Marketing Quality Outside of the IL Network:

## ILCs are a Great Investment [Excerpts]

# Wisconsin ILCs are a Great Investment

- The mission of Independent Living Centers includes assisting persons with disabilities to live independently and to be active participants in community life. ILCs not only provide valuable services to persons of any disability or age statewide, they are an excellent investment.



# Wisconsin ILCs are a Great Investment, cont'd.

- The eight ILCs in Wisconsin provide home and community-based programs to assist people with all types of disabilities to become more self-sufficient and less dependent on long term government supports. Support services offered in the community allow individuals to make real choices, and result in tremendous cost savings to the state of Wisconsin, Social Security Administration, Medicaid, and Medicare each year.

# Wisconsin ILCs are a Great Investment, cont'd. 2

- Centers are unique in a number of significant ways, not the least of which is governance and services are provided predominantly by people with disabilities, and those eligible are of any age, any disability, and regardless of income. ILC services are complimentary to other community-based services including managed care organizations, Aging and Disability Resource Centers, and the Division of Vocational Rehabilitation.

# Wisconsin ILCs are a Great Investment, cont'd. 3

- The impact of center services reaches thousands of Wisconsin citizens with disabilities and their families each year. Services developed are also unique. Some of the services below are available only through Centers; and in rural counties, Centers are the **ONLY** option for these services. Highlights of the impacts of those services are:

# Core Services

- 18,375 received Information and Referral Services
- 3,748 received IL Skills Training
- 1,014 received Peer Support
- 1,829 received Individual Advocacy Services
- 4,460 hours of Community and Systems Advocacy

# Core Services, cont'd.

- Housing – 2,131 people were assisted with housing issues
- Transportation – 11,025 were assisted with transportation issues
- Employment – 172 people with disabilities are employed at the ILCs
- 764 people with disabilities received employment services

# Benefits

- As a result of being employed at the ILCs, 14 of the employees are no longer on public benefits.
- The ILCs provided services to an additional 1,396 people with disabilities that assisted them in reducing or eliminating their public benefits.

# Assistive Technology and Home Modifications

- Independent Living Centers have thousands of pieces of assistive technology in their loan and device demonstration programs. In most areas of the state where Centers operate, no other vendor has the expertise or inventory to assist individuals with identifying and accessing effective and appropriate assistive technology to improve individual independence. Assistive technology is often the key to individuals achieving personal outcomes to increase independence, employment, personal mobility, and safety.

# Assistive Technology and Home Modifications, cont'd.

- 3,388 people were assisted with Assistive Technology and Home Modifications.
- 111 Wisconsin residents acquired assistive technology through the statewide micro-loan program, WisLoan, administered exclusively by ILCs.
- 8 individuals accessed employment opportunities through the Telework Program, also exclusively administered by ILCs.



# Personal and Supportive Homecare Services

- 3,420 individuals of all ages received essential personal and supportive homecare through ILCs.

# For more information

## Contact:

- Maureen Ryan, Executive Director Wisconsin Coalition of Independent Living Centers
- 608-444-3842 v/text
- moryan@charter.net

Copies of full documents referenced in the slides are available at

[http://wiki.ilru.net/index.php?title=Quality\\_Beyond\\_Compliance\\_Presenter\\_Materials](http://wiki.ilru.net/index.php?title=Quality_Beyond_Compliance_Presenter_Materials)

# CIL-NET Attribution

Support for development of this training was provided by the U.S. Department of Education, Rehabilitation Services Administration under grant number H132B120001. No official endorsement of the Department of Education should be inferred. Permission is granted for duplication of any portion of this PowerPoint presentation, providing that the following credit is given to the project: **Developed as part of the CIL-NET, a project of the IL-NET, an ILRU/NCIL/APRIL National Training and Technical Assistance Program.**