**Value Added: Collecting IL Data for Statewide and Local CIL / SILC Impact**

Presenters: Rodney Craig, Steve Locke and Sara Grivetti

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>> This is Tim Fuchs with the nation council of
independent living. Thanks for joining tontd. For our
newest IL-NET. Value added collecting IL data for
statewide and local CIL and SILC. We encourage you to
sign up today and that's the audience we got. The ILNET
is operated through a partnership among ILRU, NCIL and
April, with support provided by RSA, ACL or somewhere
between their two offices in Washington, D.C.. today's
call is being recorded, as we always do, so that you can
access the archive on ILRU's website. That's always
ready, within 48 hours. Usually much, much sooner. So if
you want to revisit the content or share it with a
colleague you can. Of course we'll break several times
during the call to take your questions. You can ask
questions in a few different ways. If you're on the
webinar, you can use the chat box. Type your question in
the box underneath the list of attendees and hit enter.
You can enter a comment or question at any time but we
will wait until our breaks to address them. If you're
logged into the CART screen you can ask your questions
there in the chat locks and on the phone you can indicate
star pound. I want to make sure that you also have the
PowerPoint for today's call. The majority of you are on
the webinar and that will display automatically. I'm
going to go to the title slide now. You should see slide
2. So you won't need to do anything. But if you were
only on the phone, or if you're focused on the full screen
of CART captions, you want to make sure to have the
PowerPoint. It was sent in the e-mail with the connection
instructions and if you don't have that handy you can
e-mail me at tim@ ncil.org. At the end of today's call
you'll see a link to the eval form. It's very short, easy
to complete. It only takes a few moments and we would
like to have your thoughts on today's call. If you're in
a small group today, that's great. But we really do hope
that each one of you listening today will fill one out.
And, if you don't have time to do it, immediately after
the call, you can always get the eval link in that same
confirmation e-mail that you received. And one of you
that's filled out an evaluation, will be cad by ILRU staff
to receive an Amazon gift card. Take a few moments to
fill it out and you might get the gift card. Well worth
it.
Okay. I want to move on from our housekeeping points to
introducing our presenters for today. I really want to
thank them for taking the time to prepare today's
presentation and share their process for their state.
They've really put a lot of time into developing this, so
that you all could have this as a model for data
collection and performance measurement. So thanks so
much.
We have Rodney Craig, he's the executive director of the
Michigan SILC. He's the ED. Sara Grivetti is the CEO of
disability network Michigan where she represents the
collective voice of Michigan's network of CILs. And
finally Steven Locke is the associate director of Michigan
and has been there since 2006. Thank you for being with
us. I'm going t turn it over in just a moment but first
I'm going to review the objectives for today's call. As
you all probably saw in the announcement, today, the
things that we'll go over. And the things you'll learn.
The importance of obtaining buy-in and commitment from all
relevant stakeholders for increasing the success, how to
incorporate and utilize standardized collection methods at
the local CIL level. How to combine individual CIL data
into a statewide database reporting tool, strategies for
expanding CIL capacity. How to collect data impact
funding. A methodology and best practices in developing a
successful sta statewide data sharing program and how to
apply a methodology stayedwide for sharing by CILs and
partners. I'm going to go to Rodney.
>> What we're going to talk about here is just kind of
how in Michigan we developed our data protocols and how we
developed a statewide database system to analyze and
utilize our data. This was a process that took several
years and a lot of different stakeholders were involved in
this. But the statewide database system that we're using
was a joint project between Michigan rehabilitation
services, which is the DSU in the state of Michigan. The
SILC office, disability network Michigan, and then all of
the 15 centers for independent living in the state. All
of these jointly sat down and looked at what they wanted
with the database system and how they could accomplish
this. And over a process we did develop this system.
MRS, which is Michigan rehabilitation services agreed to
purchase the database system and funded one person to
provide administration to that database which at that time
was myself. In exchange for that agreement to purchase
the database licenses, the DSU required the use of a
system in the statewide grant process. That was important
to assure that all the centers were in agreement on using
this in that they had a buy-in with that as well in the
state grant process. As well, training was conducted at
the local CILs by the database vendor. All the CILs,
because of that grant requirement process, we utilize the
net CIL database system. That's NETCIL. That is a
database vendor that is available to all CILs, as well as
the initial trainings that that database vendor conducted.
Myself, and then others as we get more up to speed, are
available to conduct on-site trainings and ensure data is
being correctly entered. Steve who is also here with me
will be doing part of this, does some of those trainings.
I still do some of those trainings as well. And to ensure
that this system stayed relevant, as you have staff
turnover and other aspects, we still conduct monthly
meetings, and that's led by CIL staff and involved
representation from all the CILs. And usually the members
of that group are more of the associate director or
program management level, and that's people that are much
closer to the day-to-day staff data entry and staff
service provision. And that gets a much more accurate
feedback of the information for that data group.
And that data group discusses things such as training
needs, quality control, is the data being entered
correctly. Are we making sure that center one is entering
data the same way center two is entering. It also
provides a great CIL to CIL peer support system as well.
So we get a lot of training ideas, a lot of ideas on
things beyond data as well. The system we believe is
effective because there's collaboration and communication
between all parties involved as well. So I'm going to go
ahead and advance to the next slide. This would be slide
number 7. And this is going to talk about data collection
methodology as well. So this starts off we created, we
wanted to take a look at how we wanted to look at data,
how we wanted to look at outcomes, how we wanted to be
able to show CIL services in the state. Michigan
understands we go beyond the federal reporting standards
than we have in the 704 report. We go beyond that to look
at a statewide outcome tracking model. Over the years the
database group that we've been speaking of has produced an
outcome method that we were able to use with the database
developer to get implemented inside the database system
itself. As well as CIL services also center around nine
identified priority services, which are unique to Michigan
CIL data collection module for CIL services.
We also created a large pamphlet called telling our story
with data, to standardized data collection in the state.
That's about a 50-paged document that we utilize in our
training as well as explaining our outcome methodology as
well. I'm going to go ahead and advance the slide and
we'll be on slide number 8.
This methodology allows us in Michigan to comply with all
our federal data collection standards that we're required
to for 704 and in the rehab act, as well as allowing us to
tell a very yuk neek story to our state as far as the
outcomes and the services that we provide here. So I went
ahead, I forwarded the slide. We're now on slide 9 as
well. I'm going to have Steve kind of start to talk about
how we've used this system at a local level, that's
improved beyond just completion of a 704 report, that they
do at the local level. So I'll turn this over to Steve at
this portion.
>> Thank you, Rodney. My name is Steve Locke. I've been
with our agency for about 10 years and have been involved
with the launching of this database system right out of
the gate. The NETCIL database is a powerful database,
it's Microsoft access based. We've had great fortune
working with the developer to modify the database features
to help us not only comply with federal reporting
requirements, but also to tell our collective story at a
statewide level. While not losing the unique stories at
our local CIL and being able to capture the richness of
what we're doing at a local level.
So this database is very powerful on three different
tiers. A federal level, a state level and local level.
Front-end users enter individual services, goal
information and also community activities into the
database. It's very user friendly, and with a few button
clicks and filling in information, we're able to collect
very complex information while still keeping it easy for
front-end users to navigate.
Once the data is in there, a few button clicks and the
system can produce your 704 report in Word format.
You're also able to create projects, local projects within
the database, that allow staff to log their time against
those projects. Those projects can also be linked to the
larger federal activities, community activities, for
reporting on the 704 report.
Staff are also able to allocate their time to various
grant and funding sources within the database. This also
allows staff to create time sheets and their personal
activity reports right out of the NETCIL database. The
database also has referral module in it so that you can
record referrals that are coming into your agency as well
as referrals that you're making outside of your agency.
That's really important information for us at the state
level, so we know how we're partnering with our
collaborative partners and agencies across the state and
where we can enhance those collaborative efforts.
The database also allows us to track our progress as far
as our annual work plans that we create. We are able to
modify the database on the local level and still connect
that with the higher state efforts and the federal efforts
so that we can track and record our agency work plan
efforts and outcomes and pull that information back out of
the database.
The meets assessment of community based upon our consumers
is a new enhancement where we work with the software
developer to put a drop-down in the consumer goal area so
when our consumers are talking to us and talk about the
various barriers they're facing out in the community with
various systems and public accommodations, we can record
what those barriers are and begin to get a better picture
of what those needs are out in our communities and create
our work plans that are focused on those systemic efforts.
We're going to the next slide, number 10. The system also
allows us to look at staff workloads and look at resources
that are needed to serve more consumers. We're able to
tell how many hours or how many consumers a staff member
would be able to provide services to across the state when
we look at the average number of hours and the average
number of people that any particular staff member serves
through the data that's extracted out of the system.
We're also able to evaluate the effectiveness of our
community services. We are able to produce billings for
fee for services out of the system, and we're also able to
track mileage within the system as well. So it's a very
robust database. As Rodney was saying, collaboration was
key to get this going here in Michigan. It really took
the buy-in from the DSU, SILC and the CIL network to
really make this work. To sit down and agree that this is
what we're going to do and this is the power that we can
harness with a collective voice.
>> Okay. Great. Thanks.
Here we are on slide 11, and this is our first opportunity
for questions today. So we're going to go ahead and take
a break to take your questions to start out. Just as a
reminder. If you have a question and you're only on the
teleconference, you can press star pound. If you are on
the -- I shouldn't say only on the teleconference. If you
refer and you're on the phone, hit star pound. If you
want to type your question on the chat you can do that in
the chat box. And of course on the CART chat you're
welcome to do that as well. I have one question from the
CART chat that we'll start with.
So first of all, how much the vendor base charges to start
up and is there an ongoing cost as well.
>> I can answer that one. On the start-up charge, to be
honest, that charge happened before I came to SILC. Sar
may know a little bit on that one.
>> My recollection it was 85 thousand dollars to purchase
and the state DSU purchased it for the network. And the
ongoing expenses are 16 thousand dollars a year which SILC
covers that expense through our funding, they use
innovation and expansion fund through SILC so it's ongoing
expenses.
>> TIM: Okay, great. Thank you. Similar question.
Cheryl is wondering is that custom-built software for
Michigan?
>> I can speak to that one a little bit. The software is
not custom built. It is through the database vendor
NETCIL. It is the same version, I believe 18 other states
are using it, roughly. We're able to -- my background is
in computer science at the undergrad level. So a lot of
the enhancements that we use in Michigan, I can actually
write the code to it. And then Jim at NETCIL incorporates
that into the product. So essentially the same product
that we use in Michigan, if anyone is using the NETCIL
database in their state, you are using the same version we
are at that point.
>> TIM: Okay, great.
Again, if you want to ask a question, you can type it in
the chat or press star-pound if you're on the phone.
Next question comes from Karen. Who was wondering, she
says she's curious to know whether Michigan has an ADRC
system, and if so, can the CIL database provide
information to them.
>> I'm going to take the first part of the question and
Rodney is going to take the second part. The answer is we
do have 16 fully functioning ADRCs in Michigan. The
future of those are in question due to the lack of state
support with the ending of the federal grant. Rodney is
going to answer the second part of the question.
>> Before that federal grant, the ABRCs had to complete
what is called a SART report, in Michigan they were
required to. We did some pretty extensive query design
based on some of the customized features that the CILs
were using. So we were able to complete a great deal of
that SART report from the database itself. It's to my
understanding we're not completing that SART report any
longer. But we have had the ability to provide data
support to the legal CILs for their ADRC work that they're
doing.
>> TIM: Okay. Good. Let's see. Next question comes
from Christina. What intermediate and long-term outcome
data is or can be tracked in the system. And I believe
we're going to talk about that a little bit later in the
call, right?
>> Some of the outcome data that we've used, we've come
up with an outcome model in Michigan and I'll let Steve
speak to this after me as well. And that is both a short
and a long-term outcome model that's inside that. There
are about 80 outcomes in total, maybe 85 to 90 outcomes in
total, and they do look over what we call our priority
areas, looking over things such as assistive technology,
ongoing supports, employment, housing, relocation,
recreation, transportation. And that there's both
intermediate and long-term outcomes built into that model.
So when the consumer is setting their goals and outcomes
with the IL specialist, they're able to select those
outcomes as well. If Steve had any more on that.
>> Sure. This is Steve. NETCIL is set up to record all
individual services for consumers and information and
referrals. So within the individual service module, you
are able to enter consumer goals and track the start date,
the target end date and the finish date and whether or not
those goals were completed, dropped or ongoing.
In the work log module, you are able to enter in your
community activities and associate any local projects that
you create with those community activities, and you're
able to track your progress, your staff progress, and any
outcomes that are achieved through that module as well all
of those outcomes are designed to be pulled into your
federal 704 report that is designed by the NETCIL database
itself. So yes you are able to track intermediate
long-term and short-term outcomes in any way that you
would like to design those in the system.
>> TIM: Okay, good. Great. Thank you. All right. Next
question comes from Anne-Marie who is wondering about the
annual subscription fee. She's wondering if it covers
individual CIL tech assistance and more broadly what does
it cover.
>> Sure, I can take that one. That yearly follow-up
covers essentially the software licensing fee to operate
the software. As well as that does cover individualized
CIL tech assistance. That includes remote access from the
database vendor, where they can work remotely if
necessary, as well as they actually created us a
specialized e-mail address, that if a CIL has a question
or problem or even suggestion, they respond to that e-mail
address and someone from the database vendor contacts them
almost immediately on that. So it does cover essentially
all the necessary things I would say to operate the system
for that year.
>> This is Steve. That 15,000 covers all of the CILs in
Michigan. That is not per CIL. That is the entire cost
for our entire network annually.
>> TIM: All right, good. Thanks. Next question comes
from I think it was Nanett. She's wondering what states
are utilizing the NETCIL software. Rather than going
through a list, is there a way to find that online or is
there a way that you all could share that with me so I
could share it with the attendees?
>> I believe, Tim, it's on ED 2 C's website at ED2C.com.
I can get that list for you and share it with you. It
might make that easier than searching around the website.
>> TIM: Sure. Okay. Great. If you can get that to me,
I'll share it with them. So that if people are wondering
if it's in their state or more likely a state nearby that
they can ask about the experience that they can do that.
That would be great. Thank you.
All right. Mary is wondering, how many CILs are there in
Michigan?
>> We have 15 CILs in Michigan and they're all federally
funded as part C centers.
>> TIM: Okay, great. I don't see any more questions
waiting. So I'm going to go ahead, don't worry we'll have
a lot more Q and A later in the call. For now I'm going
to go ahead to slide 12 and turn it back over to Rodney.
>> Thank you, Tim. What I'm going to talk about is now
the statewide database. We've kind of talked to this at a
local area and the improvements and the things that we can
do as a local. But what we've been able to do in
Michigan, because of the collaboration, and the working
together, is actually, since all centers are looking at
data the exact same way, we can create a statewide
database. All our centers are sharing that common data
reporting and entry language. What we have is essentially
software that we've written and created that merges all of
the center data into one larger database. In the process
of that, all identifiable information is removed. So for
example, the names, phone numbers, addresses, those sort
of things are removed. But what is left over is
essentially how many people have been served in all the
services and outcomes for those. And that's going to
allow us to then look at services, CIL services as a state
picture, as compared to the local picture. So I'm going
to go ahead and advance to slide number 13. And what that
allows us to do at a state level is take a truly ee
valuative look at the program as a whole. It allows us to
take a look at holes and services. It allow us to take
things such as Google maps and take a look at the services
in the statewide database and map them out on a map. And
immediately if an area is unserved or underserved, it
becomes a representation on that map that's very easy to
see where those areas are. It allows us to tell extremely
detailed outcome models, what type of outcomes are we
seeing as a complete state? Are we seeing transportation
outcomes? Where are those outcomes clustered? That helps
us fuel some statewide thought process and legislative
activities. It allows an accurate return on investment.
Since we have all the CIL information, and I believe we
did include the disability network Michigan annual report
in the information that Tim sent out, the actual
information for return on investment and things is fueled
from these outcomes in statewide data that we've put
together. As a SILC office, it allows for spill on state
plan for independent living information. It allows us to
take a look at where those unserved areas are. It allows
us to take a look at areas of service, where are we need
to make improvements on. If there's any specific goals in
the SPIL that are service related, we can check the ee
fetioncy and effectiveness with thoel goals as a statewide
data piece. The legislative data reports, the report
that -- we provide statewide reports as an entity to that
report. It allows us the way some of our state plan is
written, it allows us to take a look at the effectiveness
of statewide partnerships. Referral levels, what is
happening between CILs and other statewide agencies, how
is that unfolding. It gives us some very advanced metrics
on services. Some very interesting questions we can start
to answer, things such as if we want to add, as a state,
an extra 100 consumers this year, what are the type of
employees we are going to need to make that addition? It
allows us to take a much closer look at some effectiveness
in those type of areas.
We also have, through our Michigan SILC office, a
think-tank data support. So our thank-tank is a
combination of CIL, SILC council members, academics and
others that take a look at some very specific issues and
were able to provide some very specific CIL data support
to that think tank as well.
So I'm just going to forward here to slide number 14. It
also allows, at both the local and the state level,
strategic planning. Which is based upon actual data.
They're not estimates. It's based upon very specific
data. This allows a local CIL director to take a look at
not only what's happening locally, but what's happening
statewide and to be able to make decisions based upon
measurable data, as well as at the SILC level, it allows
us to take a look at data trends, and take -- as I said
earlier, a much more detailed look at served and unserved
areas for the SPIL development.
And I'm going to go ahead and go to slide number 15, which
is a question slide. But I can add one other thing, Tim,
to it. Is that before we do questions, is that as a
statewide picture, we really, each year, unfold more that
we can do with this. And as the data set has grown larger
over the last probably four to five years, there's more
data in that database that's essentially we can ask
questions of. We can begin to ask questions like what is
an average caseload and what does it look like statewide.
And then base some information off those things. What
does it take to, on an average, complete an outcome. What
does that look like as far as staff resources. What does
that look like as far as hours with a consumer. And each
consumer is different, but since there's the larger the
database structure is, the more accurate that information
gets. So it's a really unique way of taking a look at
statewide information. And each month at our data
meetings we also take a look at a dashboard metric to see
where we're at in our services as well as our quality
control in ensuring that we are entering the data in a
quality method. So what we're getting out of the database
is accurate. So that's kind of just an overview of the
statewide system up to slide 15, which is the question
slide, Tim.
>> TIM: Okay. Great. Thanks, Rodney. So just as a
reminder, you can press star-pound if you're on the phone,
or type your question in the chat. This was a shorter
section, so if we don't have questions, that's fine. But
I'll give you about 30 seconds to type out any questions
you might have. The first question comes from Natne and
she's asking when did Michigan embark on this data
collection and analysis center?
>> There was about a two-year window. It primarily
started in about 2007. I think everybody was on board and
accurate at about the 2008 level. Usually if we go back
and look at trending data, we go back to 2008 is as far
back as we'll go.
>> TIM: Okay, good. Thanks. You can enter your question
in the chat or press star-pound. We'll wait about 15
seconds to see if any questions are all in. Here's a
timely question. Anne-Marie is wondering what you're
going to do with the changes that ACL will make. So how
are you all planning for this transition right now?
>> Yeah. Primarily the database vendor is going to be
responsible for a great deal of those changes. We're
waiting, like everyone else, for a lot of the rules to
come down so we can make some more specific decisions on
that. But some specifics, like if, for example, the 704
changed a great deal, that would be the requirement of the
database vendor at NETCIL to make those changes in the 704
report. We were able, kind of as a sidebar to that, when
the request did come down for information on youth
services on the 704 report, that had been one of our
outcomes that we were tracking. So our CILs in Michigan
were very -- when that request came down, it was very easy
to fulfill. We were just able to write a very quick query
and get all that information. So we have a lot of
flexibility in this system, but as far as a lot of the
specific changes that ACL may require, a lot of that is
going to fall on the database vendor.
>> TIM: Sure, okay. Thanks. I see at least one person
typing so I'll wait just a moment before we move on.
Next question comes from Cheryl. Cheryl is wondering can
the CIL at the local level make changes to the database,
such as adding needed fields for other funding sources?
What about reports, could they write their own reports?
How customizable is this for local centers that have
specific differences like that?
>> This is Steve. The database is very customizable.
You can put in your own grant, sources, funding sources.
Programs that are unique to your agency. There are what
we call free-form fields. There are mode fiiable
drop-down fields that you are able to modify to tell the
unique story of your center. There are fields in the
database that are not modifiable because they're reserved
for our state language. There are fields that are
reserved for the federal reporting that are not
modifiable. But EDC has put in those modifiable fields as
well as free-form fields that allow you to create the
story of your own center, while still capturing the state
and federal story at the same time.
>> TIM: Okay, good. Thanks, Steve. And again, I'm going
to wait a few more seconds because I see a few more people
typing. Sandra is wondering if you track SPIL outcomes
with the database.
>> Yes, we do. There are some SPIL outcomes that are
specific to data numbers and we do trace those with the
database, as well as we do a report on CIL -- or IL
services. We also combined in the older blind IL numbers
into that database at the SILC level as well. So we add
that into our SPIL reporting process.
>> TIM: Okay, good. Thank you. Cheryl is wondering if
there's a limit on the number of fields that can be added.
Same question about reports. So are the number of fields
that centers can add and the reports they can do? Does
that limit it in any way.
>> This is Steve. There are a lot of fields within the
database that are modifiable. Some fields you can select
more than one option in that drop-down. For example, you
can associate people with multiple keywords. So that you
can pull groups of people out of the database, based on
keyword associations. There are probably 20 different
reports that are what we call canned reports that come
with the database. There are other modules that
communicate with the database that have really powerful
reports built right into them. You can also write your
own queries. Because at the end of the day, this is a
Microsoft access database and you can go into the table
area and the query able but it comes with a lot of canned
queries and you can also write your own queries to pull
out data in a way that is meaningful to you.
>> TIM: Okay, good. And then Cheryl is wondering about
backup and maintenance. Is data maintained on the web and
backed up that way, or is it done locally and then centers
have to do their own backups for the data.
>> I can that one, Tim. On Cheryl, she had something
about reports as well. You can create your own custom
reports as well with the system. So there are built-in
reports such as for time sheets, staff performance,
quality control reports that are built right into the
system. As well as you can also create your own as well
with that. NETCIL currently, it can work one of two ways.
You can keep it locally on a server at your center. And
then in the process of the installation they create an
automatic backup for that that's off-site in case
something happened on-site. There's also an option to do
it on a web-based platform that would reside, for the
technical inclined, on an Amazon server to make that web
base that you as a center would have control over as well
as the backup procedure for that.
>> TIM: Okay, good. Thanks.
That's the end of the questions, I think, for this
section. And we will have another Q & A break at the end.
For now I'm going to go to slide 16 and turn it over to
Sara.
>> Good afternoon everybody. My name is Sara Grivetti
and I'm the CEO of disability network of Michigan. I'm
also a former executive director of the CIL and I've been
around this network off and on for about 15 years now.
So my role with the network as I said is to run the
association and our primary priorities are to expand
resources for the network and to build relationships with
state-level policy makers and state departments.
So the data we collect gives us, as a network, enhanced
credibility. Because we're speaking from a place of
authority with numbers that can back up the work. So when
you have a solid relationship with decision makers around
funding, and you have a high level of credibility, your
likelihood of increasing financial resources is much
stronger.
So the data that we collect has allowed us to do things
like develop and analyze pilot projects. So we've been
able to use the data to be able to demonstrate need with
our legislature, and it's easier to get seed money for
pilot projects to test out innovative concepts before we
get it built into a permanent funding source. But the
data allows us to make a real solid case for support. And
the last couple of years we've gotten $1.5 million for an
independent living guide pilot project and $300,000 for an
accessibility pilot project. It also allows me to write
the legislative reports on the effectiveness of our work
and the return on investment. And so with an increased
level of funding that we've been getting over the last
several years, the level of accountability has increased
drastically. So every year when I have to sit down with
members of the appropriations committees within our
legislature, I have to show them our performance outcomes.
And I have to make a strong case for support to maintain
that funding.
The other thing that's been real exciting, actually in the
last year, is we've developed a dashboard. So the
dashboard metrics for quick analysis of the trends allows
us to look at some current service trends. One thing that
this dashboard does effectively is it gives the CIL
correctors on a monthly -- directors on a monthly bases an
at a glance view on data quality, return on investment and
achievement outcomes. This is compiled data across the
network, but each CIL, as Steve mentioned, can write these
reports or have these reports available for themselves
locally. But the dashboard has been a really effective
tool. So could you go to slide 17, please?
So we also have the flexibility to answer specific
questions posed by legislators with a very short
turnaround time. There's been times where I've gotten a
phone call or the SILC has gotten a phone call and there's
a piece of legislation that somebody wants to pass and
they need data to help substantiate their position. And
the nice thing about the database is, with Rodney's
support, is I can get that data pretty quickly. Versus
having to go to all 15 CILs and asking them to run me the
report. Because Rodney has the ability at SILC to compile
all the data and give me all the information I need.
So what it's done is given us a stronger voice with state
policymaking. And it allows us also to pull some data
that will be able to help us develop policy position
statements, and give public testimony at many of the
hearings that we have with the legislature.
Slide 18, please?
So the next three slides, which I'll tell you when I'm
turning slides, I'll read through these. And the purpose
of them is to really give you an idea of the breadth of
the state agencies we've worked with and we've built
credibility with as a result of the data that we use and
how we use that in building relationships.
So on slide 18, we have a newly formed department of
health and human services. Combined our department of
community health with our department of human services to
create a mega department. And the agencies that we work
with within this department is our voe kational
rehabilitation agency, regarding employment. So that
would be Michigan rehabilitation services, they're also
our state designated entity.
We are -- partnered adjudicated youth program. We've
partnered and really were a strong voice to get Medicaid
expansion passed in Michigan and this is called healthy
Michigan in our state.
We partner or we work with the adult home help program,
because we have a very robust nursing home transition
program in Michigan. So all centers for independent
living have contracts with this department to do nursing
home transition and partner with their Medicaid waiver
agencies to provide those services.
Also in this department is our behavioral health, mental
health services. And emergency preparation or
preparedness. So we work pretty closely on several fronts
with this department.
Moving on, we have the office of services to the aging.
This is where our aging and disability resource
collaboratives are housed with the state leadership there.
We also have the long-term services and supports
policymaking and they currently are in a year one of a no
wrong door trons formation project. I think 25 states are
part of that.
If I could move on to slide 19?
We work closely with the Michigan department of civil
rights. Namely with the state ADA compliance office. And
consult with them on accessibility and the state
government.
We work with the Department of Corrections transitioning
offenders back into the community and we also have a new
program in Michigan called swift and sure program which
partners with the court system to help individuals access
housing, employment, and be able to live independently in
lieu of going to a correctional facility.
We work on accessible voting, access to accessible
materials with our Michigan secretary of state. We most
recently had a great advocacy success story around
accessible materials for an individual with a learning
disability that needed to take a driver's license test,
and we were able to work with them on alternative formats
and now that's a statewide program.
Moving on to page 20.
So the licensing and regulatory affairs department is
where we have a separate blind VR agency in Michigan. So
it's the bureau of services for blind persons. And
neuroing home and group home regulations and policy. We
do advocacy with that agency.
Department of natural resources, accessible recreation in
Michigan. Housing development authority, and the
department of education, working on special education
policy and early childhood intervention programs.
We know that was an exhaustive list, and I just want to
give you a sense of the breadth of state level
relationships we've built over the last several years.
And if we didn't have the data to really support our
positions, we wouldn't have the level of credibility that
we currently have.
So if you could move on to slide 21.
So in Michigan, we have pretty significant support from
the Michigan legislature. So Michigan currently has a
state appropriation of $6.5 million, that is given to the
department of human services Michigan rehabilitation
services and they subgrant that out to the centers for
independent living in Michigan. And as we said, the data
allows us to make that strong return on investment. And
we measure that through our employment services and our
nursing home transition program. And then we are moving
into next fiscal year, to year 3 of our independent living
guide pilot project, which has a specific focus on
measuring economic self-sufficiency.
But the most essential tool that we have is the
relationships we've developed. And like I said, the data
enhances our credibility. And I want to give you an
example of how these relationships -- and it takes years
to build them. And it takes a constant nurturing of these
relationships, to allow things to happen successfully as
they have.
So when the fiscal year 2016 budget came out, which we're
praying our governor signs today, our line item has gone
from $6.5 million to $12 million. That's a substantial
increase. But we accomplish that through the
relationships with the legislature, the relationships with
our designated state entity, Michigan rehabilitation
services and a dose of innovation.
So I wanted to quickly explain to you what we did. Is we
took our -- a portion of our state funding, which is
general fund, general purpose dollars which is eligible
for federal match, and we moved that money, we moved
$1.5 million into Michigan rehabilitation services's
budget which allows them to draw down more title 1 funds
and the tune of the total pot will be around $7 million.
And that money will be granted back to the centers for
independent living for innovation and expansion activities
to support the changes in WIOA regarding transportation
services. So those partnerships that we've established
have led to this type of opportunity. It game a win-win
opportunity because what we're allowing our state entity
to do is to keep a portion of the funds to support some of
their programming with the majority going back to the
centers for independent living to support programs that
our DSU has to implement.
So I think it's a pretty exciting time for us in Michigan.
But I want to emphasize it's taken a lot of years to where
we've gotten with the data and it's taken a very focused
effort on relationship building and nurturing
relationships over the last several years to get us where
we are.
I think the next slide is questions.
>> TIM: That's right. Great. So I know you all know by
now, but I promised to remind everyone. If you have a
question on the phone, you can press star-pound or you can
type it in either one of the chat boxes. And aside from
some wrap-up, this is our final Q & A. Don't be shy.
We've got plenty of time we've left for questions today
and we want to know what we can answer for you all. I'll
give you 30 seconds while you all type out your questions.
Again, you can press star-pound on the phone or type your
question in the chat.
It looks like we've got a question on the tele conference
today. You can go ahead.
>> Hi. We're with Arizona the SILC. My question has to
do with you talked about being the subgrant for the
allocation to the CILs. Does each CIL write a separate
grant or you all get together and determine the amount of
money and that's submitted as one or how is the allocation
to each CIL determined from that state allocation?
>> Well, hi Arizona CIL. It's a pleasure to talk to you
guys. So the grant is essentially an individual grant to
each organization with their own work plan that supports
their community needs. The funding is distributed
according to a funding distribution model as defined in
our state plan for independent living that looks at
population, square miles that a CIL serves and the poverty
rate for that area. And the money is distributed
accordingly.
>> Okay, thank you.
>> Thank you.
>> Really quick --
>> If you want to hit star-pound again. We'll get you
back on the line. Sorry that we cut you off.
>> Sorry about that. We were wondering if there was a
limited number of users or if there's an unlimited number
of users for the NETCIL for each CIL that's covered in
that 16,000 a year fee licensing.
>> This is Rodney. I can kind of answer that. You can
enter as many individual users as essentially you would
like, or need to like, need to enter. The kind of the
limit as simultaneous is 25 simultaneous. So that would
be 25 people on the database at that exact moment. You
know, you could have let's say 50 users but only 25 of
them would able to be accessing the database at that
specific moment.
>> Per CIL?
>> That would be per CIL, correct.
>> Okay, thank you.
>> TIM: Great, thanks.
We've got plenty of time for questions. I see a few
people typing. We'll wait to see if any more questions
come in.
Next question comes from Nantanee, she's wonlderring does
Michigan's funding formula model use any data from your
NETCIL data?
>> No. It uses the census data and the American
community survey data.
>> TIM: Okay, great. And Cheryl is wondering if the
database is accessible to screen readers.
>> Yes. We have users in Michigan that use both JAWS and
window eyes with the system. And it has proven
accessible. Like any piece of software, there's usually
little problems that come up here and there, but it has
been accessible and we've been able to actually identify
with freedom scientific some issues with jaws itself and
how jaws interacts with Microsoft Office. It's actually
improved jaws based upon our interaction with the database
system.
>> TIM: Interesting. Okay. Thanks.
So again, you can press star-pound or type your question
out.
While I'm waiting for the next question, I'll just --
excuse me, we do have a few more slides here. I'm sorry.
I was thinking this was our last one. Let's see. There's
someone typing. Let me just see if any questions come in
and we'll go ahead to those next few slides. Sorry, I
misspoke, folks.
Okay. Sandra is wondering, are the monthly data meetings
mandatory for the CILs to participate in.
>> No. They're voluntary at this moment but in two days
that might change. The IL directors have an annual
retreat starting tomorrow and they're going to look at
some mandatory participation. More of a symbolic
commitment to that group. But my understanding is pretty
much all of them participate already and some CILs send
multiple people to the meeting, multiple employees.
>> TIM: Okay, great.
>> I would add to that. On average at the meeting of the
15 CILs, we would have representatives from usually about
13 of them. Sometimes there's scheduling issues and
things that come around. But it has been a very well
attended process.
>> TIM: Okay, good.
Lorraine was wondering about that initial $85,000 purchase
cost that you mentioned. She's wondering if that was
divided per center or is the cost $85,000 per center or is
it divided among the centers in the state? That was just
a one-time cost. Can you just remind the audience of how
you all paid for that in Michigan?
>> Yes. That was a one-time cost and it covered all 15
CILs so it was a lump-sum payment. That was paid for by
the designated state entity Michigan rehabilitation
services through an innovation and expansion grant to the
statewide independent living council. Keep in mind that
was in 2006, and I'm sure that due to inflation that cost
may increase over the last 9, 10 years, but it was paid
for through an INE grant.
>> TIM: All right. Thanks Sara. And Cheryl is wondering
if that same cost covered converting data from another
database.
>> Yes, it did. There were several CILs that had to have
data converted and that was part of the original contract.
>> Okay. Sorry for the false end to the webinar. I
shouldn't have left our next two slides hanging like that.
So I'm going to go ahead to slide 23 and let you all
continue and we will have another Q & A break before we
end.
>> I can go through this fairly quickly. I know we're
pushing on the time limit. But this is portion here on
slide, it looks like 23, this is just kind of some best
practices that we've discovered over the years that we've
been doing this. And just kind of how we've been able to
keep this an effective system. And it involves primarily
around collaboration. We have to be communicating, all
partners need to see a benefit to this from both the
designated state entity aspect, the local CILs and the
SILC. Everyone needs to see a benefit and collaborate on
what those benefits are. You also have to have a constant
reevaluation and improvement process. We do that through
our work groups. Or asking questions of the data, what
can we do to make this better. We don't try and stay
static. It's constantly reevaluating. Reevaluating.
What works, what isn't working. How do we make this
easier for frontline staff. Not being able to say, afraid
to say is this actually effective, is this worth the time,
and so forth. So consistently asking those questions of
everyone involved.
As well as kind of CIL to CIL peer support. Steve could
probably talk to this a little bit, but we're constantly
taking questions among each other. How did you guys at
this center do this. And how did you do that. And how
did this work for you. Do you need some specific queries
for some other information. We constantly have those
communications as well as training for new staff. We're
always looking at ways that we can train to make this more
effective. We understand that each center has new staff
and how do we incorporate the new staff. And more so, how
do we get frontline staff to understand what they're
entering is important. So they buy into this system. And
we do that through showing them the reports and showing
them the statewide data. And where their entries end up
in a 704 report. So they know when they're entering data
that it's not just some blah requirement, that it's
actually important for the future of their position, but
the future of their center and the future of the network
as a whole. So we've had a good luck in designing our
trainings around that concept. And I'll go ahead and
change to slide 24.
The other two aspects kind of go together, and that's
trust. This took a while to develop. We had to have that
trust between the DSC, in or case Michigan rehabilitation
services, all the local CILs and the SILC office, that
trust has been the single largest factor in the success of
the database. We trust that no entity here is looking to
do something that the other entity may not agree with or
may not be comfortable with. All involved understand that
it's all in our best interest. When we take a look at
statewide data, we look at it as strictly as a state
picture. We do not look at our state data to compare one
CIL to another. That is something we would not do with
the statewide data. And that falls into some of our MOUs,
memorandums of understandings, as to how we look at the
data, and how the framework for any data that's collected
would be dispersed. Allowing each individual CIL to see
that data before it's released out anywhere else. It's an
important part of the trust that we've developed with that
system.
So going to slide 25, Tim. That's primarily it, is some
of the things that we saw and how we've kind of built this
system over the years.
>> Perfect. Thanks so much. As promised this one really
now, I promised, I double-checked this time. It really is
our final Q & A and we welcome your questions. We have
plenty of time so let us know what you would like to know.
And while you think about or type your questions out,
I'll, before we break today, I'll describe the process
going forward so that you have questions that come up, as
you think this through, in a few hours or a few months,
you know where to send them. And again, if you're on the
found -- phone, it's star-pound to ask a question.
I don't see anyone typing and there's no one on the phone.
And you all have done a great job -- our audience has done
a great job of asking questions throughout and you all
have done a great job of responding. So what I'm going to
do now is I'll begin the wrap-up. But if you have a
question, don't be shy. We've got plenty of time left.
And, so, I'll make sure to address them before we break.
I'm going to go ahead to slide 26 here where Rodney, Sara
and Steve have been kind enough to provide their contact
information. And I would like to add my own too as a
reminder. My e-mail is simple, it's just tim@ncil.org.
That way if you don't have a PowerPoint handy, you're
welcome to send the questions to me and I'll make sure
that if it's related to the content, that I'll share it
with Rodney, Sara and Steve to get an answer for you.
And, okay.
Here's another question. While I've been talking from the
folks at TARP. They're wondering, how many CILs and in
home states are using the system at this time.
So I think Steve earlier you said there's 18 states
currently using this system. Any idea how many centers
across those 18 states are using this?
>> This is Rodney. I don't know, but I can get you that
answer. The database developer would share that with me
and I can get that back to you.
>> TIM: Okay, great.
>> This is Steve. If someone would want to go to the
developer's website, they'll see in the documentation area
that they have modified the database and created user
guides specifically for the states of Michigan, New York
and California.
>> Okay, good.
Our next question comes from Eleanor who is wondering if
consumers can access the data collected in order to
evaluate the effectiveness of their CIL and CILs
statewide. How do consumers participate in the system.
>> That's a super question and I'm not sure I have a 100
% accurate answer for you. However I do believe that most
CILs will use their data and put out an annual report to
their communities regarding their effectiveness of
services and the satisfaction of their services. And I
know, at least in my experience of working with the CIL in
Michigan, consumers were able to look at their records any
time they wanted to. So they had full access to those
records. So I'm not sure if that satisfies your question.
I don't know across Michigan how many CILs approach it
that way, but I know at disability network Michigan that's
how we did while I was here.
>> This is Steve. We do grant access, as Sara described.
We also have consumer meetings where we create dashboards
of data and we present those to our consumers in those
meetings for them to review and to get their feedback on
that.
>> Okay, thanks. Let me just check the other chat. All
right. I'm going to go ahead to slide 27.
Here's that evaluation form that I mentioned. And like I
said, it only takes a minute to fill out. So please do
that so we know what you think of today's call. And if
you're participating in a small group, that's great. I
#40e7 each of you will feel these out. We take these
seriously as we plan the rest of our events. And as
always, picking a number is good. But we really do like
your written comments. It provides a lot of context and
information for us.
Okay. So I hope you all will follow up with us. If you
have any questions going forward, like I said on slide 26,
you have the contact information for the presenters and
you're welcome to reach out to me as well. As I said at
the beginning of the call, Sara, Rodney and Steve have
taken a lot of time, not just for this webinar, but at
other conferences as well to share across the nation and I
want to thank them for presenting with us today. And I
want to thank all of you for taking time out of your day
to join us. Don't forget the archive of this wab nature
will be available on the ILRU website. If you want to go
back and revisit it or share it with colleagues or our
CILs in your state or your SILC, you can do that. So take
advantage of that.
With that, I think we'll close today's call. Thanks to
all of you. Have a wonderful afternoon. Bye.

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