Survey Results and Analysis Excellence in Management - the Four Core Services in Centers for Independent Living
December 2009

Background

The four core services in centers for independent living, information & referral, peer support, independent living skills training, and advocacy, are the bedrock of the CILs program. They provide fundamental information, resources, competencies, and access to the community--essential aspects of achieving the goal of independence, self-determination, and choice. A few months ago, the CIL-NET completed a survey on peer support services in CILs. Through this new survey, we sought to learn more about what centers are doing in the other three core service areas, to assist us in designing training and technical assistance to better meet center needs. This report summarizes the results from the 100 respondents who completed the survey.

Summary of Survey Results

In the area of I&R, a majority of respondents stated that their CIL spreads out responsibility for I&R services among multiple staff that focus on different aspects of independent living. When respondents were asked which I&R areas their CIL would like to receive training on, the responses were almost equally spread between devising or choosing an I&R tracking system, conducting follow up with consumers/customers, training and orienting staff in the importance of I&R services, and no training needed.

When asked about their center's independent living skills services, the majority of respondents reported that their centers spread out responsibility for IL skills services among multiple staff that focus on different aspects of IL, offering training on whatever needs are reflected in their consumers' IL plans. When asked which IL skills areas their center would like to receive training, the majority (50.5%) stated a desire for training in designing an IL skills training program, while 35.5% are interested in developing or adapting training curricula.

When asked about their CIL's individual advocacy services, respondents reported that their centers spread out responsibility among multiple staff that focuses on different aspects of independent living, e.g. housing, benefits, employment, and ADA access, while others reported an equal balance of self-advocacy training, staff-provided advocacy, and peer-provided advocacy for individuals. When asked about which individual advocacy areas their center would like to receive training in, the majority (59.1%) responded that they would like training in advocacy skills for staff, i.e. how to deal with bureaucracies/systems/authorities to get individual consumer needs met.

Following is a copy of the survey with the results for each question.

Which of the following are true about your center's information & referral services? (check all that apply)

Response	Count	Percent
Our center has I&R specialists who provide all I&R services.	26	28.0%
Our center spreads out responsibility for I&R services among multiple staff who focus on different aspects of independent living, e.g. housing, benefits/budgeting, personal assistance services, self-advocacy.	84	90.3%

Which of the following information & referral areas would your center like to receive training in (check all that apply):

Response	Count	Percent
Devising or choosing an I&R tracking system that allows us to capture all or nearly all requests for information & referral so that we have a good idea of who we're serving with I&R and what they're asking for.	34	36.6%
Doing follow up with consumers/customers to determine if they received information or referral that was useful to them.	36	38.7%
Training and orienting staff in the importance of I&R services in the overall independent living program.	31	33.3%
No training needed.	30	32.3%
Other (please specify)	5	5.4%

Which of the following are true about your center's independent living skills services? (check all that apply)

Response	Count	Percent
We have a pre-determined set of training activities that address IL skills. If other training needs come up, we refer the consumer/customer elsewhere.	16	17.2%
We offer training on whatever needs the consumer/customer may present as part of their IL plan.	55	59.1%
Our center has independent living specialists (or comparable staff) who provide all the IL skills services.	37	39.8%
Our center spreads out responsibility for IL skills services among multiple staff who focus on different aspects of independent living, e.g. housing, benefits/budgeting, personal assistance services, self-advocacy.	57	61.3%
Our center uses a class setting mostly for providing IL skills training.	25	26.9%
Our center uses a one-on-one approach mostly for providing IL skills training.	67	72.0%

Which of the following IL skills areas would your center like to receive training in (check all that apply):

Response	Count	Percent
Designing an IL skills training program	47	50.5%
Developing or adapting training curricula. Please specify below those topics you are interested in having curricula for	33	35.5%
No training needed.	25	26.9%
Other (please specify)	4	4.3%

Which of the following are true about your center's individual advocacy services? (check all that apply)

Response	Count	Percent
Our center mostly provides self-advocacy skills training to assist individuals.	36	38.7%
Our center mostly provides advocacy interventions by center staff to assist individuals.	27	29.0%
Our center mostly provides advocacy interventions by peer advocates to assist individuals.	12	12.9%
Our center has an equal balance of self-advocacy training, staff-provided advocacy, and peer-provided advocacy for individuals.	42	45.2%
Our center has advocacy staff that provide the individual advocacy services.	27	29.0%
Our center spreads out responsibility for individual advocacy among multiple staff who focus on different aspects of independent living, e.g. housing, benefits, employment, ADA access.	64	68.8%

Which of the following individual advocacy areas would your center like to receive training in (check all that apply):

Response	Count	Percent
Designing a self-advocacy training program.	43	46.2%
Designing an overall individual advocacy program.	41	44.1%
Individual advocacy skills for staff, i.e. how to deal with bureaucracies/systems/authorities to get individual consumer needs met.	55	59.1%
No training needed.	14	15.1%
Other (please specify)	0	0.0%

Which of the following systems advocacy areas would your center like to receive training in (check all that apply):

Response	Count	Percent
Planning for systems advocacy	47	50.5%
Grassroots organizing	49	52.7%
Conducting legislative activities	39	41.9%
Presenting your message to policy makers	45	48.4%
No training needed	16	17.2%
Other (please specify)	2	2.2%