

IL-NET

CIL-NET · SILC-NET

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

Outcome Measures & the NCIL Task Force Recommendations for Future Quality Standards & Reporting

**March 19, 2014
3:00 p.m. – 4:15 p.m.**

**Presenter:
Richard Petty**

What is our purpose for looking at quality? Are we....

- Doing the work of the center well?
- Doing the work of the center efficiently—using resources well?
- Doing the right things?—"There is nothing so useless as doing efficiently that which should not be done at all."
- Doing what's important to constituents?
- Doing what is truly transformational?

Why Might Your CIL be Interested in Outcome Measures?

- Outcome measures are a tool that can help you improve your own effectiveness
 - Help you know if you're offering the right service mix
 - Help you know if you're really helping
 - Help you know if your advocacy is effective
- Your findings will help you share your success story with your constituents, your community, funders and others
- Outcome management will help you in continuous quality improvement

Why Centers Began to Work on Outcomes

- Centers were calling for a better way to capture their accomplishments.
- The Rehabilitation Services Administration had begun an increased focus on outcomes. In 2003 the federal Office of Management and Budget, in applying its Program Assessment Review Tool (PART), concluded that the program suffered from “Results not demonstrated.” Some states and centers had begun their own, early efforts to focus more on outcomes, and those results were promising enough to encourage a national effort.

Background - NCIL Task Force on Outcome Measures

- Formed in 2006
- Chaired by experienced, respected leader Bob Michaels
- Comprised of ten members—CILs, SILCs, NCIL, ILRU and academia
- Funded by NCIL, ILRU, and the University of Kansas RTC/IL
- Recruited Mike Hendricks, a national expert in program outcomes as its independent consultant
- Representatives of OMB and RSA were invited and participated in initial meetings and contributed

Background - NCIL Task Force on Outcome Measures, cont'd.

- Outcomes management, not just outcomes measurement
- Philosophically, the Task Force agreed from the beginning that Centers should aim to practice outcomes management, not just outcomes measurement.
- A research activity simply measures outcomes and reports them to various audiences (outcomes measurement)

Background - NCIL Task Force on Outcome Measures, cont'd. 2

- An organizational development activity, integrally intertwined into Center operations, not only measures progress on its desired outcomes but also uses that information to identify program weaknesses, identify possible improvements, choose which improvements are most promising, implement those improvements, then measure outcomes again (outcomes management).
- Some call this Managing for Results, others call it Results-Based Management, but the intent in all cases is the same: **programs should manage and improve outcomes, not just measure them.**

Background - Field Test of Outcomes and Measures

- Two tests were conducted
- The first test was initiated in 2009; 21 centers completed the field test.
- In a second test, 32 centers collected outcome and outcome measures information; 12 of these had participated in the first study.

What Centers Learned

- Two main messages. Centers that participated in the first field test had two main messages for the Task Force.
- First, and very importantly, **it is possible to measure the outcomes of Center programs**, and the benefits are worth the effort. Sixty percent (60%) of respondents said that participating in the field test had been valuable or very valuable, & 72% were interested or very interested in participating in another field test.
- The Centers' second message, however, was that **focusing on Center outcomes is not simple**. Not all Centers were ready—10 Centers dropped out before information-gathering began, and one additional Center failed to gather all the information needed. That is, only 21 of 32 Centers (66%) volunteering for the field test were able to provide a full set of outcome information.

Overview of Indicators

Mike Hendricks' presentation on Measurable Indicators

<http://ilru.mediasite.com/mediasite/Play/c0db4c18fa5747bbae0d445cf0d85c631d>

Outcomes Are Concepts

- “Nobody has ever measured an outcome”
- We do not measure outcomes
- We measure indicators of outcomes

Indicators Define What We Mean by Outcomes

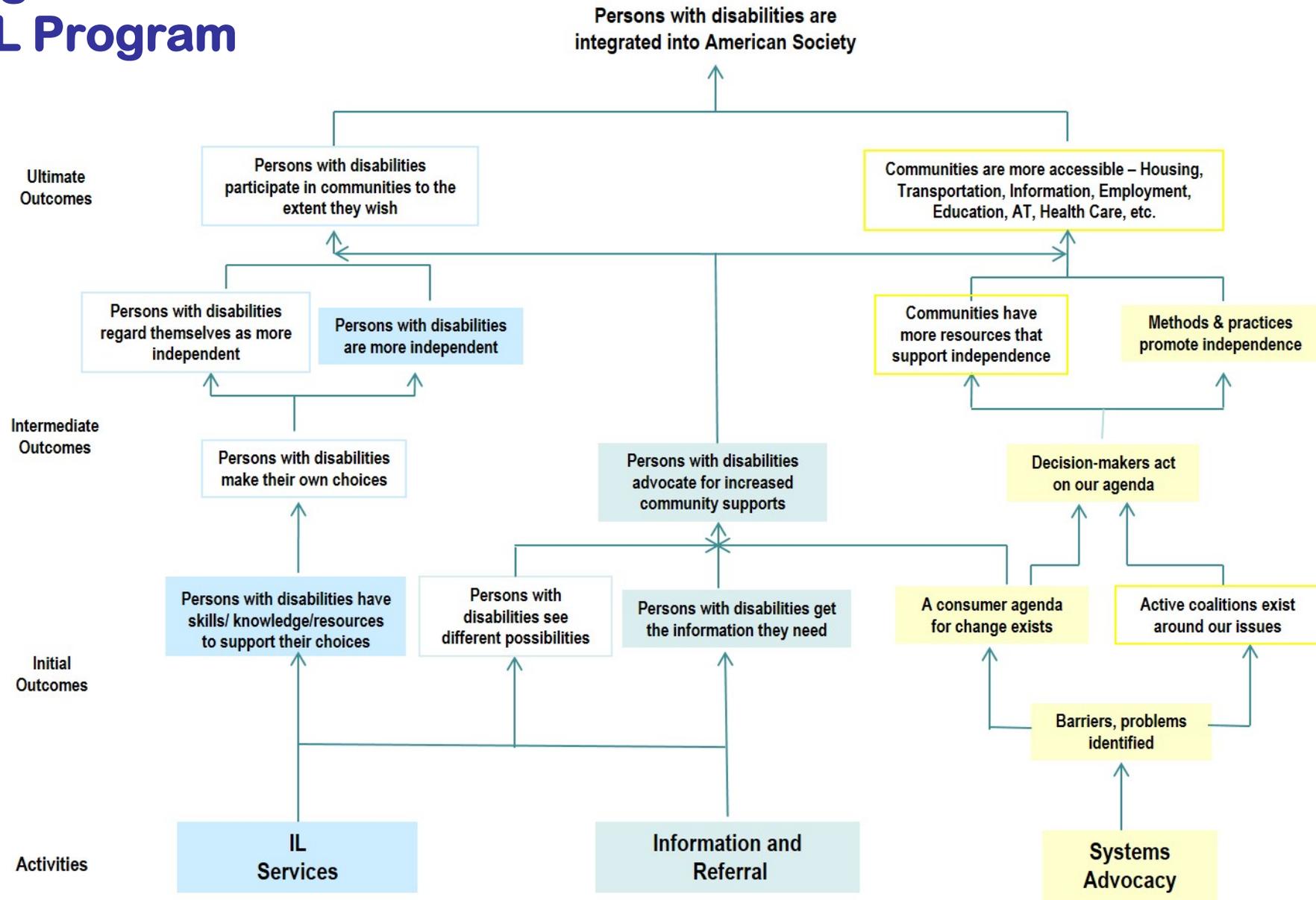
- An indicator is a specific item of information that defines what we mean by the outcome
- Sometimes we want to achieve things
- Sometimes we want to prevent things
- Indicators can be either

The Task Force first identified the desired outcomes for the CLIL program, then organized them into a logic model.

The model is on the following slide.

- Logic models show visually, on one page
 - What a program does (its activities)
 - What the program is trying to achieve by conducting those activities (the program's outcomes)
 - In what sequential order the program expects each outcome to be achieved (the different levels and "streams" of outcomes).

Logic Model for the CIL Program



Logic Model—Bob Michaels

Link to Bob Michaels' presentation on Logic Model:

<http://ilru.mediasite.com/mediasite/Play/bcaf0bbd10294517a475f6c101e4223f1d>

Measurable Indicators

Four separate approaches were used to develop the best indicators:

1. The combined expertise of the Task Force's members and its evaluation consultant
2. A fairly extensive literature review of relevant materials
3. Personal contact with respected IL researchers in the United States and other countries
4. Perhaps most innovative & involving for the wider IL community, a public competition with money prizes for the individuals offering the best suggestions. Dozens of suggestions were received, & the three winners received \$100 each.

As a result of this multi-pronged approach, the Task Force adopted 11 measurable indicators for the eight key outcomes.

Three “Streams” with Desired Outcomes and Measurable Indicators

1. IL Services – 2 Outcomes / 2 Indicators
2. Information and Referral – 2 Outcomes / 4 Indicators
3. Systems Advocacy – 4 Outcomes / 5 Indicators

IL Services Stream

Outcome: Persons with disabilities have skills/knowledge/resources to support their choices

- Indicator: “# and % of consumers served by the CIL *within the last nine (9) months of the past federal fiscal year* who can list at least one (1) specific skill, type of knowledge, or resource they have now that they didn’t have before approaching the CIL”

IL Services Stream, cont'd.

Outcome: Persons with disabilities are more independent

- Indicator: “# and % of consumers served by the CIL within the last nine (9) months of the past federal fiscal year who can list at least one (1) specific way in which they are more independent than when they approached the CIL”

Information and Referral Stream

Outcome: Persons with disabilities get the information they need

- Indicator: “# and % of persons with disabilities contacting the CIL during the last nine (9) months of the past federal fiscal year who report they have the information they requested from the CIL”
- Indicator: “# and % of persons with disabilities contacting the CIL during the last nine (9) months of the past federal fiscal year who used a new resource they learned about from the CIL’s I&R efforts”

Information and Referral Stream, cont'd.

Outcome: Persons with disabilities advocate for increased community supports

- Indicator: # and % of consumers served by the CIL within the last nine (9) months of the past federal fiscal year who can list at least one (1) specific personal advocacy activity they engaged in
- Indicator: # and % of consumers served by the CIL within the last nine (9) months of the past federal fiscal year who can list at least one (1) specific systems advocacy activity they engaged in

Systems Advocacy Stream

Outcome: Barriers, problems identified

- Indicator: “# of activities conducted (such as surveys, public meetings, focus groups, polls) during the past calendar year to identify or confirm the primary barriers/problems in the community that prevent persons with disabilities from leading more independent lives”

Systems Advocacy Stream, cont'd.

Outcome: A consumer agenda for change exists

- Indicator: “Presence within the CIL’s annual plan of a separate section containing an explicit systems advocacy workplan”

Systems Advocacy Stream, cont'd. 2

Outcome: Decision-makers act on our agenda

- Indicator: “# positive changes achieved or negative changes prevented during the past calendar year in legislation, policies, practices, or services at the local, state, or federal level that address the barriers/problems identified by the center’s consumers”

Systems Advocacy Stream, cont'd. 3

Outcome: Methods and practices promote independence

- Indicator: “# and % of consumers served by the CIL within the past calendar year who moved out of an institution and into a self-directed, community-based setting”
- Indicator: “# and % of consumers served by the CIL within the past calendar year who remained in a self-directed, community-based setting on December 31 despite having been at risk of moving into an institution”

Summary—How Outcome Measures Can Benefit your CIL

- Outcome measures are a tool that can help you improve your own effectiveness
 - Help you know if you're offering the right service mix
 - Help you know if you're really helping
 - Help you know if your advocacy is effective
- Your findings will help you share your success story with your constituents, your community, funders and others
- Outcome management will help you in continuous quality improvement

For more information

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