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

How to Use CIL Software as a Quality Measurement Tool

Group Activity

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11:00 a.m. – 11:45 a.m.

Presenter:
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Are you using your software to its fullest?

• Most centers use CIL software for data collection necessary for the completion of 704 or other reports.

• Are you using the information to look at outcomes?

• Check with your provider – there are reports built into most of the systems that may be useful.
Different types of outcomes

• Efficiency: Participants begin services in a timely manner. Measure: % of new participants initiate services within 7 days of intake. Goal: 70%. Measures time or money.

• Effectiveness: Callers increase their knowledge of resources available through Paraquad. Measure: % of callers who state they found information provided to be useful. Goal 95%. Measures program effectiveness for I & R

• Satisfaction
Small group work

- Identify outcome measures that you want to apply to your center.
- Look at what NCIL is doing nationally.
- Consider efficiency.
- Consider effectiveness.
- Consider satisfaction.
What will you do when you get home?

• Do you have a handle on how to take your center from compliance to quality?
• Are you taking charge of your CIL’s true potential?
For more information

Contact:

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