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

Integrating Outcome Measures and Consumer Satisfaction Feedback

March 20, 2014

10:15 a.m. – 11:00 a.m.

Presenter:

Anne Weeks

Strategic Planning: Identify Goals for Improvement

10 Year Strategic Plan Goals 2011-2021

- Grow to meet identified needs in our communities.
- Maintain highest standards
- Obtain & retain strong base of human resources including staff, board, & volunteers
- Achieve & maintain financial responsibility
- Increase awareness of MTSTCIL's philosophy & programs
- Resource Development

MTSTCIL Annual Work Plan

- Integrate strategic plan goals into work plan
 - The 6 goals developed in the 10 year strategic plan never change in the annual work plan
- Develop outcomes & indicators for each goal
 - The outcomes never change from the 10 year strategic plan, but the indicators can be based on accomplishments, or annual review meriting change or deletion
- Outcomes and indicators drive strategic plan activities
 - Activities are fluid and can change every year based on accomplishments and/or evaluation of pertinent issues
 - Activities can also change during the year based on quarterly evaluation of pertinent issues

MTSTCIL Annual Work Plan, cont'd.

A copy of the full Work Plan is available at
http://wiki.ilru.net/index.php?title=Quality_Beyond_Compliance

MTSTCIL Annual Work Plan, cont'd. 2

- The Annual Work Plan is included in the 704 Report
- Quarterly Review:
 - The annual work plan is reviewed on a quarterly basis to check progress on activities, evaluate validity of all elements of the activities, make changes, deletions based on time frame realities
 - The first month of each new quarter, review of progress from previous quarter is conducted at full staff meeting; significant findings/changes are run by the board

Specific Changes—Source of data gathered: Consumer Forum

- Comment: “We need more classes on learning to live on your own, how to keep medicine safe, what happens when a doctor changes your medicine?”
- Goal #1: Grow to meet identified needs of our communities
- Outcome: People with disabilities are more independent
- Indicator: A 10% increase in the number & percentages of people with disabilities living in their chosen place...
- Activity: Update consumers’ medical records when completing quarterly reviews.
- Result: Consumers’ medical information is updated quarterly.

Specific Changes—Source of data gathered: Comment Cards/Staff Access

- Comment: We kept getting asked for assistance with paying a utility bill, money for bus passes to get to work, purchase diapers, etc.
- Goal #1: Grow to meet identified needs of our communities
- Outcome: People with disabilities can choose where they wish to live
- Indicator: Funds are available to assist with consumer emergencies
- Activity: Increase the Freedom Fund by 25%
- Result: A hotdog sale was held, 95% of the supplies were donated, so we made \$1,500.00; a 750% increase in the Freedom Fund last year!

Specific Changes—Source of data gathered: Comment Cards/Staff Access, cont'd.

- Comment: Various comments such as, “I’d like to go to see the Christmas lights, but I don’t have any money,” “I don’t have any money left to go out to eat with the socialization class,” “Can I bum some money for cigarettes?”
- Goal #1: Grow to meet identified needs of our communities
- Outcome: People w/disabilities can choose where they wish to live
- Indicator: A 25% increase in IL skills training module resources are available to consumers
- Activity: Develop module for personal & financial assistance, setting up savings accounts for consumers to learn how to save & manage money.
- Result: This is an activity from this fiscal year’s work plan. The module is being worked on, & several consumers have provided staff with types of concerns they want to learn in this module.

Specific Changes—Source of data gathered: Statewide Consumer Satisfaction Survey

- Comment: When reviewing the results of the survey with the consultant, the satisfaction category “resources” was in the 85 percentile while other satisfaction categories such as “answering questions clearly,” “felt more independent,” and “satisfied” were above the 94 percentile. So my question was; is that because there are limited resources to give to people, or is it that staff don’t know enough about community resources to provide that information.
- Goal #2 Maintain the Highest Standards
- Outcome: People with Disabilities will participate in their communities to the extent they wish (SPIL)
- Indicator: A 25% increase in the number and percentage of people with disabilities who have an increased knowledge/awareness of community based services

Specific Changes—Source of data gathered: Statewide Consumer Satisfaction Survey, cont'd.

- Activity: Training for consumers on community resources available, using guest speakers from various community resources and revisions to the Community Resources module
- Result: This activity is in this fiscal year's work plan, but modifications have been made to the Community Resources module, consumers are being asked to go and research community resources after a training on how to do that, several guest speakers have been identified to speak at the center about services their organization provides

Specific Changes—Source of data gathered: Consumer Request/Outcome Feedback Form

- Comment: “I would like to take advanced cooking classes,” “can Stan help me with learning to cook?” “what do I need to cook because I’m diabetic?” “we’ve received a lot from the center, now its time for us to help others.”
- Goal #2: Maintain the Highest Standards
- Outcome: People with disabilities can choose where they wish to live
- Indicator: A 25% increase in IL skills training module resources are available to consumers

Specific Changes—Source of data gathered: Consumer Request/Outcome Feedback Form, cont'd.

- Activity: Develop corporate wide plan of action for “pay it forward” events to provide peer support and role models for each center
- Result: This is an activity that is getting carried over for the past 3 year’s work plans. The cooking classes were divided into “basic” and “advanced” with peers graduating from the advanced classes assisting those in the basic classes. There was also a diabetic class added as many consumers are diabetic. The consumers have coordinated an annual food drive in Beckley and every year take a U-Haul truck of donated food to the homeless shelter. The Huntington consumers have “adopted a downtown street” and once a month clean up trash off of 4th Avenue where the center is located.

Specific Changes—Source of data gathered: Consumer Forum

- Comment: “We need more younger people at the center,”
“We need to increase the people coming to the center,”
“Parents don’t really know we can help with IEPs”
- Goal #5: Increase Awareness of MTSTCIL’s Philosophy and Programs
- Outcome: The parents will request MTSTCIL’S participation in students’ IEP meetings and transition plans
- Indicator: Staff will assist 10 students with transitioning from school to work and/or community

Specific Changes—Source of data gathered: Consumer Forum, cont'd.

- Activities: Conduct advocacy classes for parents to prepare them for IEP development
- Results: This Indicator is from this fiscal year's work plan. However, we have already held an Open House and Q & A for 30 students, teachers, and parents from one of the local high schools. We invited the local WV Division of Rehabilitation Services staff to attend, as well as staff from the WV University Center on Excellence for Disabilities to be available to answer questions regarding Social Security benefits and incentives if students go to work

Questions and Answers

For More Information

- Anne Weeks – aoweeks@mtstcil.org
304.525.3324
- www.mtstcil.org
- For latest West Virginia Consumer Satisfaction Survey:
<http://www.wvsilc.org/MENU.htm>

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