

Independent Living Research Utilization



We create opportunities for independence for people with disabilities through research, education, and consultation



Independent Living Research Utilization

www.ilru.org

IL-NET

CIL-NET · SILC-NET

IL-NET, a project of ILRU —
Independent Living Research Utilization

Reporting Diversion vs. Transition

Michelle Crain

Reporting Diversion vs. Transition

Regardless of the data collection program or funding source, it is essential for CILs to capture and report outcomes for Diversion and Transition. Through these efforts alone, CILs can demonstrate that they are:

- Responsive to the needs of individuals with disabilities
- Reliable community resources
- Responsible stewards of public and private funds
- Effective and efficient in their collective and individual mission

CILs are Responsive to the Needs of Individuals with Disabilities



- Utilizing the CIL's data collection program, the most obvious place to demonstrate this assertion is in the CILPPR (formerly known as the 704 Report).
- We have already established that the same services provided in achieving a Diversion outcome mirror those services in achieving a Transition outcome. These include housing, transportation, information and referral (I&R), benefits planning, in-home services, etc.
- Some CILs may assist individuals in the I&R phase to remain in the community or transition. Without opening a Consumer Service Record (CSR), other services and goals are not counted.

CILs are Responsive to the Needs of Individuals with Disabilities, cont'd.



- Transition is more definitive with a specific outcome among the Significant Life Areas (outcome goals) on the CILPPR.
- A Diversion outcome can be reported under Community-Based Living, or the CIL can establish a Diversion goal as “Other” under the Significant Life Areas on the CILPPR.
- In the course of assisting Consumers to remain in the community or transition into the community, multiple goals may be set and achieved in several Significant Life Areas:

Significant Life Areas

- Self-Advocacy/Self-Empowerment
- Communication
- Mobility/Transportation
- Community-Based Living
- Educational
- Vocational
- Self-care
- Information Access/Technology
- Personal Resource Management

Significant Life Areas, cont'd.

- Relocation from a Nursing Home or Institution to Community-Based Living
- Community/Social Participation
- Other

CILPPR

The CILPPR prompts CILs to share both quantitative and qualitative information:

- Include Consumer Success Stories for those achieving a Transition and Diversion outcomes.
- Include the results of your Consumer Satisfaction Surveys (CSSs). Throughout the year, we often hear from the disgruntled, but the results of the CSSs put our collective efforts into perspective—**There are far more Consumers satisfied with our services than those that are not!** However, don't neglect to follow-up with disgruntled Consumers—not doing so can cost them their freedom in the community.

Share Quantitative and Qualitative Information



- Do not limit the quantitative and qualitative information collected to just the CILPPR. Information that demonstrates that CILs are responsive to the needs of individuals with disabilities can be reported to legislators, potential funding sources, and on annual reports that can be posted on our websites and shared with other community partners instrumental to assisting Consumers in achieving their Transition and Diversion goals.

CILs are Reliable Community Resources



- Though CILs may be apprehensive to solicit information from other community resource agencies about CIL services, this information can be invaluable to the CILs' quality assurance program.
- Using Survey Monkey, encourage feedback from the Managed Care Organizations, housing providers, transportation providers, nursing home social workers, etc., about your services and processes.
- Again, this information can be incorporated in your CILPPR.

CILs are Responsible Stewards of Public and Private Funds



If your state or CIL has not established a way of calculating a return on investment or value for Diversion and Transition services, now is as good a time as any.

- Sample calculation for Diversion:
 - Estimated **Total institutional costs** for X number of *at-risk* consumers - **Total CIL services costs** for X number of at-risk consumers who remained in the community + Additional **community supports** = **Taxpayer Savings.**

CILs are Responsible Stewards of Public and Private Funds, cont'd.



- Sample calculation for Transition:
 - Estimated **Total institutional costs** for X consumers - **Total CIL services costs** + **Community based services costs** for X consumers = **Taxpayer Savings**
- Although the qualitative information that CILs report to legislators is effective at times during systems advocacy, there is no denying that we're speaking their language when we speak in numbers!

CILs are Effective and Efficient in their Collective & Individual Mission



Though all CILs are community-based and therefore, responsive to the needs and desires of their local Consumers, collectively all CILs share a common vision of empowering individuals with disabilities to live as independently as they can in their own communities.

- In the Outcomes and Return on Investment Report in Texas, CILs agreed that the ultimate impact that we can make as a network is that, "**Persons with disabilities are integrated and engaged in their communities.**"

CIL-NET Attribution

Support for development of this technical assistance information was provided by the Department of Health and Human Services, Administration for Community Living under grant number 90TT0001. No official endorsement of the Department of Health and Human Services should be inferred. Permission is granted for duplication of any portion of this information, providing that the following credit is given to the project:
Developed as part of the IL-NET, an ILRU/NCIL/APRIL National Training and Technical Assistance Program.