CIL-NET Presents…

Effective Service Coordination:
Engaging Consumers with a Holistic Approach to IL Services

Reporting Requirements

March 27, 2013

3:00 – 4:00 P.M.

Presenter:

Roger Howard, LINC

More things to think about regarding reporting, CIL Reviews, and Data Collection…

CSR Goals and Core Services

- Core services (and other CIL Services) are not consumer goals

- Core services are vehicles (outputs) by which consumers may work toward and achieve goals (outcomes)

- Example: Most consumers would not list "Peer Support" as a goal—but they may use Peer Support and/or IL Skills Training as a way to reach a goal of Using the Public Transportation System

Goal Attainment

- Goals Met will always be equal to or less than Goals Set!

- When reviewing CSRs, it is often difficult to establish progress toward or attainment of goals

- "Case Notes" can be short, sweet, and to the point, but should clearly relate to the goals set by the consumer

Individual Services

- As we have discussed, integrating core and other IL services can sometimes lead to confusion by staff: is working toward a goal of increased transportation options Peer Counseling, IL Skills Training, or Advocacy?

- Probably all three!

Examples

- Learning how the Bus system works and how to navigate it = IL Skills

- Learning to get outside the comfort zone and use fixed route whenever possible rather than Paratransit = Peer Counseling

- Learning about and becoming active in local transportation advocacy and planning groups = Individual Advocacy

When is Peer Counseling Peer Counseling?

- Sometimes it can be hard for staff to "label" their work with a consumer, which can lead to all services being lumped under one "service category"

- Which can result in "too much" Peer Support and "not enough" IL Skills Training

704 Subpart III Section A Instructions

- Peer Counseling: Counseling, teaching, information sharing, and similar kinds of contact provided to consumers by other people with disabilities

- Advocacy/Legal: Assistance and/or representation in obtaining access to benefits, services, and programs to which the consumer may be entitled

704 Subpart III Section A Instructions, cont'd.

- IL Skills/Life Skills: May include instruction to develop IL skills in areas such as personal care, coping, financial management, social skills, household management, and education/training necessary for community living and participating in community activities

A combination, as appropriate, of any 2 or more other services in Title VII

- Housing: Securing housing, adaptive services, including appropriate modifications of any space occupied by individuals with disabilities

- Transportation

- PAS

- Recreation

- Assistive Technology

And Last, but not Least...

- It can make reporting SO MUCH easier if the CIL aligns its CSR Goals and Data Collection with Subpart III, Section B:

  - Self-Advocacy, Communication, Mobility/Transportation, Community-Based Living, Educational, Vocational, Self-Care, Information Access/Technology, Personal Resource Management, Nursing Home Relocation, Community/Social Participation

New 704 Report?

- The NCIL Outcome Measures Task Force has completed and field-tested new and more appropriate ways to measure CILs' effectiveness and the achievement of outcomes.

- These have been shared with RSA, with an expectation of an easier-to-use reporting tool that is more reflective of what CILs actually do – in 2014?

Contact information

Roger Howard

rhoward@lincidaho.org

208-336-3335

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