GOOD AFTERNOON LADIES AND GENTLEMEN.

THANK YOU FOR WAITING.

WELCOME TO THE GATHERING CONSUMER FEEDBACK CONFERENCE CALL.

ALL LINES HAVE BEEN PLACED ON LISTEN ONLY AND THE FLOOR IS OPEN FOR QUESTIONS AND COMMENT FOLLOWING THE PRESENTATION.

WITHOUT FURTHER ADO, IT'S MY PLEASURE TO TURN THE PROGRAM OVER TO MR. TIM FUCHS.

>> GOOD AFTERNOON.

I'M TIM FUCHS HERE IN WASHINGTON DC.

I WANT TO WELCOME YOU ALL TO THE SILC'S NEWEST WEBINAR.

IT'S BEING PRESENTED BY THE SILC NET, A PROGRAM OF THE IL NET AND THE IL NET IS OPERATED THROUGH A PARTNERSHIP AMONG THE INDEPENDENT RESEARCH LIVING PROGRAM, NATIONAL COUNCIL BY INDEPENDENT LIVING AND ASSOCIATIONS FOR RURAL LIVING WITH SUPPORT PROVIDING BY RSA DID HE U.S. DEPARTMENT OF EDUCATION.

TODAY'S CALL IS BEING RECORD SO WE CAN RECORD IT.

WE WILL BREAK SEVERAL TIMES DURING THE PRESENTATION TO TAKE YOUR QUESTIONS AND FOR OUR WEBINAR PARTICIPANTS, YOU CAN ASK QUESTIONS BY USING THE TEXT BOX ON THE WEBINAR PLATFORM, THE BOX UNDER THE FONTS ON THE PLATFORM THERE.

YOU CAN ALSO ASK QUESTIONS ON OUR CART SCREEN.

I'LL BE MONITORING THOSE AND ASK SOME OF THE PRESENTERS DURING THE Q AND A BREAKS.

THE MATERIALS FOR TODAY'S CALL INCLUDING THE POWER POINT PRESENTATION, SOME IMPORTANT LINKS AND EVALUATION FORM WILL LOCATED ON THE TRAINING WEB PAGE.

THAT URL FOR THAT TRAINING WEB PAGE WAS SENT TO YOU IN THE CONFIRMATION E-MAIL YOU RECEIVED FROM NICL.

THE POWER POINT WILL DISPLAY AUTOMATICALLY BUT IF YOU'RE ON THE PHONE AND HAVEN'T ACCESSED THE POWER POINT, YOU HAVEN'T OPENED IT YET YOU WANT TO DO THAT NOW.

IT WILL MAKE TODAY'S PRESENTATION A LOT EASIER TO FOLLOW.

IF YOU DON'T HAVE THE MATERIALS OR CAN'T FIND THAT E-MAIL YOU CAN CONTACT ME AT TIM@NCIL.ORG.

THAT THE OPPORTUNITIES AND EXPOSURES MY E-MAIL.

TIM@NCIL.ORG.

DURING THE CALL.

I'LL RESPOND TO YOU AND SEND YOU THAT MATERIALS LINK.

ALSO I WANT TO POINT OUT THAT SEVERAL SLIDE TODAY INCLUDE SAMPLE FORMS FROM OUR PRESENTER STATES.

SO IF YOU HAVE ANY DIFFICULTY VIEWING THOSE SLIDES, THEY ARE THE LINKS ON OUR TRAINING PAGE.

WE'LL TAKE YOU TO FULL VERSIONS OF THOSE FORMS.

SO IF YOU HAVE ANY DIFFICULTY SEEING THE CONDENSED VERSION ON THE SLIDES IN OUR PRESENTATION, VISIT THE TRAINING PAGE AFTER THE CALL.

YOU CAN SEE FULL VERSIONS OF THOSE.

ALITIES, I'M GOING TO ASK THAT YOU ALL VISIT THE PAGE AFTER THE CALL TO FILL OUT THE EVALUATION FORM.

OUR EVALUATION FORM, WE'VE DONE A LOT OF WORK TO MAKE SURE IT'S VERY CONCISE AND EASY TO FILL OUT.

IT ONLY TAKES A MOMENT.

AND I'D REALLY LIKE TO HAVE YOUR FEEDBACK, YOUR THOUGHTS ON THE CALL.

SO WE CAN IMPROVE OUR FUTURE CALLS.

SO I WANT TO MOVE AHEAD HERE TO SLIDE 2.

THESE ARE OUR LEARNING OBJECTIVES FOR TODAY.

SO OUR CALL WILL FOCUS ON THESE OBJECTIVES WHICH ARE TO COVER THE IMPORTANCE OF REGULARLY MEASURING CONSUMER SATISFACTION AS ONE TACTIC FOR EVALUATING SPIL IMPLEMENTATION WITHIN A STATE.

EFFECTIVE APPROACHES FOR GATHERING, ANALYZING AND INTERPRETING CONSUMER SATISFACTION DATA.

AND STRATEGIES FOR EFFECT I HAVE COLLABORATION BETWEEN THE SILC, CIL, AND DSU FOR CREATING A STATEWIDE ANNUAL REPORT THAT AIDS IN SERVICE IMPROVEMENT.

SO WITH THAT, I WANT TO INTRODUCE OUR PRESENTERS FOR TODAY.

FROM THE STATE OF MISSOURI, WE HAVE CHRIS CAMENE.

KELLY FLAUGHER.

CHRIS IS THE CHIEF PROGRAM OFFICER AT PARAQUAD, IN ST. LOUIS MISSOURI.

CHRIS IS ALSO THE CHAIRPERSON FOR THE MISSOURI SILC QUALITY ASSURANCE COMMITTEE.

KELLY IS COORDINATOR OF THE OFFICE HAVE ADULT LEARNING AND REHABILITATION SERVICES IN JEFFERSON CITY, MISSOURI AND FROM THE GREAT STATE OF WEST VIRGINIA.

ANN MCDANIEL, THE EXECUTIVE DIRECTOR OF THE SILC IN WEST VIRGINIA.

KELLY WILL START US WITH THE PRESENTATION.

>> THANK YOU, TIM.

THIS IS KELLY.

I AM WITH MISSOURI GENERAL HERE IN THE STATE OF MISSOURI.

PART OF MY ROLE IN MISSOURI IS TO ACT AS THE LIAISON WITH OUR SILC.

I OVER SEE THE IL PROGRAM THAT MONITORS OUR IL CENTERS.

I'M GOING TO GIVE A LITTLE BIT OF A HISTORY OPHOW WE GOT TO WHERE WE ARE.

AND THEN CHRIS IS GOING TO GIVE SOME INFORMATION ON WHAT OUR TOOL ACTUALLY LOOKS LIKE AND GIVE YOU SOME EXAMPLES OF SOME OF THE QUESTIONS.

IN MISSOURI WE HAVE 22 CENTERS FOR INDEPENDENT LIVING.

THIS IS SLIDE 4.

THANK YOU.

MISSOURI HAS 22 CENTERS FOR INDEPENDENT LIVING AND WITH THE CATCHMAN AREAS FOR THOSE CENTERS THAT COVER THE ENTIRE STATE.

WE'RE FORTUNATE THAT WE HAVE THE DSU, THE SILC AND CENTERS BUT WE WORK VERY WELL.

WE HAVE A GOOD WORKING RELATIONSHIP AND THAT WAS VERY EFUL IN THIS PROCESS.

PRIOR TO 2004 IN MISSOURI, WE USED SURVEY CARD.

THOSE WERE MAILED OUT TO CONSUMERS, POSTAGE PAID.

AND THEN WERE RETURNED.

THE RETURN RATE WAS NOT GREAT.

THERE WAS ONLY ROOM FOR A FEW QUESTIONS ON THE CARDS.

AND THE RESULTS WE GOT BACK AND THE INFORMATION WAS VERY LIMITED.

MEMBERS OF THE IL COMMUNITY IN MISSOURI DISCUSSED THIS AND DETERMINED WE WANTED AND NEEDED TO DO SOMETHING DIFFERENT.

WE WANTED MORE INFORMATION. SO THE CENTERS WERE SURVEYED.

WE HAVE 22 CENTERS.

THEY WERE SURVEYED FOR SAMPLE QUESTIONS AND ASKED FOR INPUT.

A TEEN WAS CREATED MADE UP FROM MEMBERS OF THE DSU, SILC AND CENTERS.

AND THAT TEAM MET OVER A PERIOD OF MONTHS AND CAME UP WITH A SET OF QUESTIONS THAT WE WANTED TO ASK TO COLLECT CONSUMER SATISFACTION.

AND THEY ALSO DETERMINED THE PROSPECT THAT WOULD BE USED.

WE AGREED THAT THE SURVEY QUESTIONS WOULD REMAIN VIRTUALLY THE SAME FOR AT LEAST 5 YEARS BECAUSE WE WANTED TO HAVE THE ABILITY TO TRACK AND TEND OUR INFORMATION.

ONCE WE HAD CAPTURED SOME INFORMATION WE WANTED TO BE ABLE TO MAKE IT MORE USEFUL SO WE DIDN'T WANT TO BE SWITCHING THE QUESTIONS FREQUENTLY.

WE DIDN'T CHANGE ANY OF THE QUESTIONS BUT IN THE SECOND YEAR WE DID ADD A LITTLE BIT TO IT IN THAT WE, IN ADDITION TO JUST CONSUMER SATISFACTION, WE ADDED A FOLLOW-UP QUESTION TO GATHER COMMENTS ON HOW THE SERVICES POSITIVELY IMPACTED THE CONSUMER.

CHRIS WILL GO INTO THAT IN A LITTLE MORE DETAIL IN A MOMENT.

THE CENTERS, THE WAY OUR PROCESS WORKS, THE CENTERS PULL A SAMPLE OF CONSUMERS WHO ARE CONTACTED BY PHONE AND THEY ASK THE SURVEY QUESTIONS.

IN THE BEGINNING, IN THE EARLY YEARS THE DATA WAS COLLECTED AND ENTERED INTO EXCEL SPREADSHEETS.

THEY WERE, THEN, COMBINED AND IT PROVED TO BE VERY LABOR INTENSIVE TO COMBINE THOSE AND GET THE RESULTS OWNED AND THERE WAS A DELAY IN GETTING THAT INFORMATION OUT TO -- BACK OUT TO THE CENTERS AND TO THE END USERS.

SO IN 2009, WE BEGAN USING A WEB TOOL CALLED SURVEY MONKEY.

SURVEY MONKEY HAS PROVED TO BE VERY HELPFUL.

IT ALLOWS US -- THE INFORMATION IS INPUT INTO SURE SURVEY MONKEY.

THEY'RE WE'RE ABLE TO GET OUR RESULTS MUCH KICKER, THE TABULATION AND THE ACCOUNTING HAS PROVED TO BE MUCH MORE BENEFICIAL.

IT ALSO GIVES US THE ABILITY TO DO SOME CHARTS AND GRAPHS.

WHEN WE MOVED TO THE WEB TOOL, WE ALSO REVIEWED THE QUESTIONS.

BECAUSE AGAIN WE HAD STARTED THIS IN '04.

IT WAS NOW '09.

WE REVIEWED THE QUESTIONS, DECIDED SOME NEEDED TO BE TWEAKENED AND WE DECIDED WE NEEDED TO CAPTURE INFORMATION.

WE WANTED TO TRACK SOME OF OUR SPILL GOALS AND -- SILC GOALS AND OBJECTIVES, AND WE WANTED MORE INFORMATION.

WE MADE A NEW CHANGES TO THE QUESTIONS.

BUT AGAIN WE HAD THE FIVE YEARS PREVIOUSLY.

THE IL SURVEY RESULTS HAVE BEEN VERY HELPFUL.

WE USE THOSE IN A VARIETY OF WAYS.

WE HELP THEM TO HELP DEVELOP OUR SILC, TO MONITOR THE PROGRESS ON THE SILC GOALS AN OBJECTIVES.

WE USE THOSE TO MONITOR AND SAY HOW WITH WE -- ARE WE MAKING THE PROGRESS THAT WE WANTED TO.

AND THEN WE USE THOSE FOR SILC, USES FOR THOUGH PROGRAM IMPROVEMENT.

AND THE CENTER USES THOSE FOR EVALUATION AND DEVELOPMENT OF THEIR PROGRAMS.

AND W PRIMARY USES WE HAVE FOR THIS IS THAT WE USE THIS AND HELP TO EDUCATE OR LEGISLATURES ON THE WORK ACCOMPLISHED EACH YEAR BY THE INDEPENDENT LIVING CENTERS IN MISSOURI.

I'M GOING TO TURN THIS OVER TO CHRIS NOW.

AND LET HER TALK A MOMENT ON THE ACTUAL TOOL IT.

>> ONE OF THE OTHER THINGS TO FOLLOW UP WITH WHAT KELLY SAID, I'M SORRY, THIS IS CHRIS CAMENE.

I'M WITH PARAQUAD, THE CHAIR OF THE QUALITY ASSURANCE COMMITTEE.

I HAVE BEEN INVOLVED WITH DOING THE SURVEY PRETTY MUCH SINCE THE BEGINNING SO I HAVE A LOT OVERHITS WITH THE CHANGES OVER THE -- OF EXPERIENCE WITH THE CHANGES OVER THE YEARS.

WE'VE BEEN ABLE TO TAKE THE SURVEY AND HAVE THE COMPILE DATA BUT FOR THE ENTIRE STATE, BUT WE'RE ALSO ABLE TO PROVIDE EACH INDIVIDUAL SILC FOR STATISTICS FOR THEIR SILCS, SO THEY CAN USE THOSE.

THAT COMPLETES SLIDE 4.

I'M GOING TO TALK ABOUT KIND OF THE AREAS THAT WE LOOK AT WITH OUR SURVEY.

SO IN ADDITION TO THE 4 CORE SERVICES AS EVERY ONE KNOWS, PURE COUNSELING, INR, IL SKILLS ADVOCACY, WE DETERMINE JUST BASED ON WHAT MOST CENTERS DO WITHIN THE STATE, THAT WE WANTED TO LOOK AT SOME OTHER PROGRAMS AS WELL.

SO THIS WENT OUT TO THE CENTERS AND THE CENTERS HAD INPUT ON WHAT THEY SAW AS BASICALLY KIND OF CONSISTENT ACROSS THE BOARD OF THE SERVICES THAT WERE PROVIDED.

AND SO WE ASKED QUESTIONS ABOUT ALL OF THESE 15 PROGRAM AREAS.

SO WHEN THEY CONDUCT THE SURVEYS AND THE SURVEY IS DONE WITH 20% OF THE INDIVIDUALS SERVED DURING THE PREVIOUS YEAR OF EVERY ONE WHO WAS EITHER ACTIVE OR WHO WAS CLOSE ACCEPTABLY TO THE PROGRAMS FOR THE PREVIOUS FISCAL YEAR.

SO THE CENTERS CALL AND ASK EACH OF THESE QUESTIONS ON WHETHER OR NOT THE INDIVIDUAL RECEIVED ANY OF THESE SERVICES.

THEN WE ASK THE FOLLOW-UP QUESTIONS OF HOW THESE SERVICES MADE AN IMPACT ON THEIR LIVES WHAT, POSITIVE CHANGE IT MADE.

SO WE FOUND BY USING THESE, WE WERE ABLE TO TAKE THIS INFORMATION AND KIND OF TRANSLATE IT INTO OUR REPORT.

AND SHARE ON AN INDIVIDUAL LEVEL WITH LEGISLATURES HOW THESE DIFFERENT SERVICES ARE EFFECTED.

WE GET POSITIVE INFORMATION AND THE COMMENTS ALLOW US TO REALLY SHOW THE DIFFERENCES FOR THOSE PARTICULAR AREAS.

SO FOR EXAMPLE, MISSOURI HAS A VERY LARGE CONSUMER DIRECTED PERSONAL ASSISTANCE PROGRAM THAT EVERY YEAR WE'RE HAVING TO DO SOME KIND OF EXHIBITING WITH OUR LEGISLATURE -- EDUCATING WITH OUR LEGISLATURES ON.

THIS HAS ALLOWED US TO HAVE REAL TIME DATA FROM THE INDIVIDUALS RECEIVING THAT SERVICE TO TAKE THAT BACK AND SHARE THAT.

BY USING SURVEY MONKEY WE HAVE THAT DATA READY TO GO WHEN OUR LEGISLATIVE SESSION STARTS IN FEBRUARY.

THIS INFORMATION WE CAN USE THE ENTIRE TIME WE'RE ACTUALLY THERE AND WORKING WITH LEGISLATURES THROUGH THAT PROCESS.

IT ALSO ALLOWS US TO SEE AREAS WITHIN THE STATE THAT WE MADE NEED TO INCREASE OR APPROVE SERVICES FOR THAT CATCHMAN AREA.

IT'S VERY SUCCESSFUL IN THAT WAY.

WE'VE DONE A LOT OF BUILDING OF VARIOUS PROGRAMS BASED ON INFORMATION WE'VE SEEN JUST FROM THE SURVEY.

THE NEXT SLIDE, PLEASE.

IN ADDITION TO THE PROGRAM AREAS, WE ALSO ON OUR SPIL, WE WANTED TO LOOK AT THESE 4 AREAS TO TARGET.

WE WANTED TO BE ABLE TO SEE WHAT THE VOTING HABITS WERE OF PEOPLE WITHIN THE STATE OF MISSOURI BECAUSE WE DO HAVE GET OUT AND VOTE PROJECT, A MISSOURI VOTE PROJECT THAT REALLY LOOKS AT INCREASING THE NUMBER OF REGISTERED VOTERS WITH DISABILITIES IN THE STATE.

IT'S A VERY ACTIVE PROJECT.

WE WANTED TO BE ABLE TO TRACK THAT AND SHOW THAT'S MAKING AN EFFECT ON PEOPLE WITHIN THE STATE.

VETERANS ARE A VERY BIG AREA THAT WE SAW AS A NEED, A GROWING NEED AND MORE AND MORE CENTERS WERE FINDING THAT THAT WAS AN AREA THAT THEY WERE STARTING TO ADDRESS.

SO WE WANTED TO GET THAT KIND OF STATUS TO SEE WHERE THE VETERANS WERE KIND OF CONCENTRATED AND SHARE THAT INFORMATION BACK.

BECAUSE OF A LOT OF OUR PROGRAMS AND BECAUSE OF THE CHANGES IN MEDICAID, YOU KNOW, FEDERALLY AND THE STATE LEVEL, OUR SPIL, WE WANTED TO MAKE SURE WE ARE CHECKING TO SEE HOW MANY PEOPLE WE WERE SURVEYING WERE MADE CAID ELIGIBLE AND USE THIS INFORMATION PROVING FORWARD WITH OUR AGENDA THROUGHOUT THE YEAR.

EMERGENCY PREPAREDNESS, A LOT OF PEOPLE DON'T REALIZE THAT MISSOURI IS PROBABLY THE ONLY STATE IN THE UNITED STATES THAT CAN EXPERIENCE ANY NATURAL DISASTER THERE THERE IS.

WE HAVE TORNADOES, EARTHQUAKES, HURRICANES, SO WE PROBABLY HAVE MORE EMERGENCY SITUATIONS IN THE STATE THAN ANYWHERE ELSE.

THIS IS A BIG AREA THAT WE HAVE ADDRESSED WITH OUR SILC AND SPIL TO MAKE SURE WE'RE READY IN ALL AREAS OF THE STATE.

WE ASK THAT ON THE SURVEY TO MAKE SURE THAT INDIVIDUALS ARE ALSO READY.

NEXT SLIDE, PLEASE.

THE REQUIREMENTS FOR IL OUTCOMES SURVEY.

WE MAKE IT A REQUIREMENT THAT THE CILS CONTACT ALL THE CONSUMERS BY PHONE OR IN PERSON.

JUST LIKE A CAR, GETTING SOMEONE TO MAIL WACK A CARD, YOU DON'T GET A GOOD RESPONSE.

YOU GET A BETTER RESPONSE ON THE PHONE OR IN PERSON BECAUSE YOU CAN SPEND MORE TIME EXPLAINING WHAT IT IS YOU'RE TRYING TO GET FROM THAT INDIVIDUAL SO YOU'RE ABLE TO KIND OF EXPLAIN WHAT WE'RE LOOKING FOR RATHER THAN JUST SENDING THEM A CARD THAT THEY DON'T UNDERSTAND, THEY MAY FILL IT OUT INCORRECTLY OR MAY NOT FILL IT OUT AT ALL.

THE SPILS ARE REQUIRED TO PUT 20% OF THEIR ACTIVE IL CASELOAD RECEIVING SERVICES WHICH I EXPLAINED THAT BEFORE.

AND EVERY CIL HAS TO DO THIS BY NOVEMBER 15 SO WE HAVE TIME TO COMPILE THE DATA AND HAVE IT READY FOR THE LEGISLATIVE SESSION WHICH STARTS IN JANUARY.

NEXT SLIDE.

SO THIS IS A SAMPLE.

THIS IS -- I DON'T KNOW IF -- IF THE FOLKS ONLINE ARE FAMILIAR WITH SURVEY MONKEY. THIS IS A WHAT THE QUESTIONS LOOK LIKE, IF YOU PRINT-OUT THE COPY OF THE SURVEY.

ACTUALLY, WHEN YOU GO INTO THE SURVEY ITSELF, YOU CAN BUILD IN SOME LOGIC.

SO IT'S NOT AS COMER SOME AS IT SEEMS TO BE ON PAPER.

WHEN WE PRINT IT ON PAPER, IT'S ABOUT 50 PAGES LONG.

IT'S NOT THAT LONG OF A SURVEY.

IF THEY ANSWER OTHER QUESTIONS, IT SKIPS TO OTHER QUESTIONS.

THEY DON'T TO HAVE ANSWER THE FOLLOW-UP QUESTIONS.

SO IT ASKS ABOUT THE VETERAN'S STATUS, ASKED ABOUT THEIR MEDICAID ELIGIBILITY AND KIND OF -- IT'S VERY SIMPLE, VERY USER FRIENDLY.

IT'S REALLY BEEN A GREAT TOOL FOR US OVER THE LAST 9 YEARS, BECAUSE WE REALLY HAVEN'T CHANGED IT CONSIDERABLY FROM WHEN WE STARTED THIS PROCESS BACK IN 2004.

NEXT SCREEN.

SO THIS IS KIND OF WHERE YOU CAN SEE HOW WE'LL ASK ABOUT A SERVICE AREA AND DID THEY RECEIVE THAT SERVICE.

IF THEY SAY YES, THESE ARE THE QUESTIONS WE ASK AS FOLLOW-UP.

WE JUST ASK THEM, YOU KNOW, WHAT WAS THEIR EXPERIENCE WITH IT.

WERE THEY SATISFIED.

WE DETERMINED THIS LAST YEAR BECAUSE WE USED TO NOT ASK THE FOLLOW UP QUESTION OPSATISFACTION.

WE DETERMINED THIS LAST YEAR TO ADD THAT FOR THE CENTERS MORE, SO IF PEOPLE WERE NOT SATISFIED IT WOULD GIVE US AN OPPORTUNITY TO SEE WHAT WE NEEDED TO DO TO IMPROVE SATISFACTION WITH SOME OF THOSE SERVICES.

SO WHEN WE'RE DOING THOSE INDIVIDUALIZED REPORTS, THE CENTERS WILL BE ABLE TO LOOK AT THAT AND SEE WHAT CAN BE DONE TO IMPROVE THOSE SERVICES.

AND THEN DID THEY GET KNOWLEDGE.

THIS IS THE KIND OF INFORMATION THAT WE USE, THESE STORIES THAT WE USE IN ORDER TO EDUCATE OUR LEGISLATURES, EDUCATE THE POLICY MAKERS SO THAT THEY UNDERSTAND HOW THESE SERVICES IMPACT THE COMMUNITY.

NEXT SLIDE.

AND THEN WHAT CHANGE DID THE SERVICE MAKE.

SO WE REALLY LOOKED AT, YOU KNOW, HOW DID THIS CHANGE THEM POSITIVELY IN THEIR LIVES.

AND THAT'S KIND OF WHAT THE OUTCOME OF THE SERVICES ARE AND WHAT WE REALLY WANT TO TRACK.

SO I THINK WITH THAT I'M GOING TO TURN IT BACK OVER TO KELLY.

SHE'S GOING TO TALK ABOUT THE REPORTS AND HOW WE USE THOSE.

>> SLIDE 11, PLEASE.

THANK YOU.

ONCE THE REPORT IS COMPLETED, WE POST IT ONLINE.

IT'S POSTED ON OUR CIL WEBSITE IN PDF FORM.

IT'S AVAILABLE AS CHRIS MENTIONED TO THE INDIVIDUAL CENTERS.

EACH GET THEIR STATISTICS GET AS WELL AND THEY USE THOSE FOR THEIR NEEDS ASSESSMENT OR TO SEE WHAT'S GOING ON IN THEIR PARTICULAR AREA.

THEY USE THIS, A LOT, FOR PROGRAM IMPROVEMENT, AS CHRIS SAID, TO SEE WHERE THEIR STRENGTHS, WHAT CUSTOMERS ARE SATISFIED, WHAT DO CONSUMERS NEED CHANGES TO.

TO ENHANCE THE VALUE OF THIS REPORT RATHER THAN JUST DO THE OUTCOMES AND SATISFACTION, WE THROW IN SOME DEMOGRAPHS FROM THE 704 REPORT WHICH MAKES IT VERY USEFUL.

CAN YOU GO TO SLIDE 12 PLEASE?

THIS IS AN EXAMPLE OF A PAGE THAT IS ON THE PREVIOUS -- THE FY 10 OUTCOME REPORT.

AND THE GRAPH SHOWN ON THIS SLIDE, ALL FROM THE DEMOGRAPHICS FROM OUR 704 REPORT.

THE 22 CENTERS, WE HAVE THE ANNUAL REPORT, WE PULL THE DEMOGRAPHICS TOGETHER SO THAT WE CAN TELL IN MISSOURI WHO ARE THE IL CONSUMERS THAT WE'RE SERVING.

SO THIS WILL GIVE A QUICK EXAMPLE OF THE AGE OF THE CONSUMERS SERVED, THE GENDER, THE RACE -- ETHNICITY AND THE DISABILITIES OF THE CONSUMERS.

THIS IS GOOD TO HAVE THIS IN ONE PLACE, ONE REPORT, WITH PICTURES WHEN YOU TALK TO YOUR LEGISLATURES.

NOT ONLY DO WE HAVE THE SATISFACTION IN THE OTHER SLIDES WHERE WE SAY 95% OF THE PEOPLE WERE HAPPY WITH THE HOME MODIFICATION SERVICES THAT THEY RECEIVED BUT WE CAN ALSO TELL WHO ARE THOSE CONSUMERS?

WHAT AGES ARE THEY?

WHAT TYPES OF DISABILITIES DO THEY HAVE?

AND THIS TYPE OF THING.

SO WE FOUND THAT THIS DEMOGRAPHIC INFORMATION IS VERY HELPFUL TO PUT IN, AND IT'S EASILY OBTAINED.

WE WERE ALREADY CAPTURES THAT ON OUR 704 REPORTS AND WE PUT THAT IN AS WELL.

13 PLEASE.

THIS IS ANOTHER SAMPLE OF 704 REPORT.

AGAIN, THIS IS JUST TELLING US DEMOGRAPHICS FROM THE 704 REPORT WHAT SERVICES WERE REQUESTED AND SOME OF THE SERVICES RECEIVED BY THE CONSUMERS.

IT GIVES AND IDEA, A SNAPSHOT OF WHAT IL SERVICES ARE IN THE STATE OF MISSOURI.

THAT CAN BE COMPARED FROM YEAR TO YEAR.

SLIDE 13 PLEASE.

I'M SORRY, 14.

THIS IS JUST THE LINKS WEBSITE.

IT ALSO A DIRECT LINK TO THE IL OUTCOMES ON OUR SILK WEBSITE.

>> IS THE SAME SURVEY GIVEN TO EACH PARTICIPANT

>> YES, IT IS.

IT'S THE SAME SET OF QUESTIONS.

USING THE SURVEY MONKEY TOOL, THE CENTER ASKED THE QUESTIONS.

WE HAVE SKIPPED LOGIC IN THERE, SO IF YOU DON'T RECEIVE THE SERVICES YOU WILL SKIP THAT SECTION.

THEY ONLY HAVE TO ANSWER QUESTIONS ABOUT THE SERVICES THEY MIGHT HAVE RECEIVED.

>> OKAY.

GOOD.

THANKS.

AND THEN ALLEN ASKED IF THE CILS ARE COMPENSATED FOR MAKING ALL THE CALLS.

>> NO, THEY'RE NOT.

THAT'S PART OF THEIR REQUIREMENT WITH THEIR ANNUAL IL GRANT AGREEMENT THAT WE GIVE.

>> OKAY.

GREAT.

THANKS.

LET'S CHECK BACK IN WITH WES, SEE IF QUESTIONS HAVE COME IN ON THE PHONE.

>> AGAIN FOR A QUESTION OR COMMENT, PUT 7 OR Q ON YOUR TELEPHONE KEY PAD.

FIRST QUESTION, BEN, THE FLOOR IS YOURS.

>> THANK YOU.

I WAS DISCONNECTED SO I HOPE THIS QUESTION WAS ASKED ALREADY.

YOU PROTECT ANONYMITY OF CONSUMERS THAT RESPOND, IF SO, HOW?

>> WE DON'T TAKE ANY INFORMATION RELATED TO PERSONAL INFORMATION.

ALL THE DEMOGRAPHICS ARE COMPILED FROM THE 704 REPORT, SO THAT'S ALL UNANIMOUS INFORMATION.

THE QUESTIONS ARE JUST ASKED BASICALLY THE WAY THAT THEY APPEAR, BASED ON THE SERVICES WE RECEIVE.

WE DON'T TAKE ANY NAMES OR ANY KIND OF IDENTIFYING INFORMATION ON THE CALLS.

>> IF A PERSON WAS CRITICAL ON THEIR ILC, THEY WOULD NOT HESITATE TO SAY THAT

>> WE'VE HAD VERY CRITICAL THINGS COME BACK ON IT.

IT'S SHARED WITH THE SILS FOR THE PURPOSES OF PROGRAM IMPROVEMENT.

THE IDEA IS TO HAVE THAT OPPORTUNITY FOR INPUT.

AT MY CENTER, I ASK THAT THE SPECIALISTS -- I HAVE THE SPECIALISTS MAKE THOSE CAMS, THEY CAN'T CALL THEIR OWN PEOPLE.

SO BASICALLY, WE HAVE SPECIALISTS CALLING OTHER SPECIALISTS, CONSUMERS, SO THAT THAT CONSUMER FEELS FREE TO SPEAK TO THAT PERSON AND DOESN'T FEEL LIKE THEY CAN'T GIVE INFORMATION.

>> I GUESS I'M NOT -- THAT SOUNDS GOOD.

I'M NOT CLEAR AS TO HOW THE CONSUMER IS ASSURED THEY WILL BE UNANIMOUS.

>> BECAUSE WE DON'T TAKE THEIR NAME THROUGH THE SURVEY.

THAT INFORMATION IS SHARED THROUGH THAT PUBLIC SITE TO THE STATE, THE CIL DOESN'T KEEP THAT INFORMATION AND THE INFORMATION INPUT INTO SURVEY MONKEY WOULD NOT HAVE THEIR NAME, SOCIAL SECURITY OR ANY IDENTIFYING INFORMATION, UNLESS THEY LISTED SOMETHING SPECIFIC IN THEIR COMMENTS, SUCH AS THEIR NAME, SPOUSE'S NAME, AND ATTENDANT.

WE WOULD NOT HAVE A WAY OF TRACING THAT BACK.

>> I THOUGHT YOU WERE DESCRIBING A SPECIALIST CALLING ME ON THE TELEPHONE RATHER THAN THROUGH SURVEY MONKEY.

>> RIGHT.

BECAUSE YOU CAN'T CALL THROUGH SURVEY MONKEY.

IT'S A WEBB BASED SURVEY TOOL.

THEY CALL THEM ON THE TELEPHONE.

THEY DON'T PUT THAT ANYWHERE.

>> I THOUGHT YOU WERE JUST DESCRIBING SPECIALISTS TELEPHONING CONSUMERS TO GET EVALUATIONS.

DID I MISUNDERSTAND

>> IS CORRECT.

THEY TELEPHONE AND COLLECT INFORMATION AND THEY DATA ENTER THE RESPONSES INTO SURVEY MONKEY BUT PART OF THE INFORMATION THEY ENTER DOES NOT INCLUDE ANY IDENTIFYING INFORMATION.

IT'S JUST --

>> I HEAR THAT.

I'M TRYING TO ASK YOU, HOW DOES THE CONSUMER GET ASSURED OF THERE ANONYMITY WHEN THE SPECIAL IS CALLED BY THE SPECIALIST?

HOW DOES THAT CONSUMER LEARN THAT THEY'RE SPEAKING UNANIMOUSLY?

>> I GUESS THROUGH VERBAL ASSURANCE.

WE DON'T HAVE ANOTHER WAY TO DO THAT.

>> OKAY, THANK YOU.

>> THANK YOU AGAIN FOR THE QUESTION OR COMMENT.

PLEASE PRESS 7 OR Q ON THE KEYED PAD.

AT THIS TIME THERE ARE NO FURTHER QUESTIONS ON THE PHONE.

>> THANK YOU.

WE HAVE ONE MORE QUESTION.

TONYA WONDERS IF THE MISSOURI SILC IS PART OF THE DSU OR A NONPROFIT

>> IT IS A NONPROFIT.

>> THANKS.

AND ALLEN KRUEGER HAD THE SAME QUESTION ABOUT WHETHER THE CALLERS ENTERED THE INFORMATION THEMSELVES.

THAT WAS JUST ANSWERED, SO ... OKAY.

SOUND LIKE THAT'S THE END OF OUR QUESTIONS HERE, SO AT THIS POINT, I'M GOING TO FLIP TO THE NEXT SLIDE.

KELLY AND CHRIS, THANK YOU SO MUCH.

I WANT TO INTRODUCE NOW ANN MCDANIEL FROM WEST VIRGINIA WHO IS GOING TO TAKE OVER THIS NEXT PART OF THE PRESENTATION.

ANN.

>> THANKS, TIM.

YOU WANT TO SWITCH SLIDES FOR ME?

>> SURE WILL.

>> I'M JUST GOING TO GIVE YOU AN OVERVIEW OF WHAT HAS HAPPENED IN WEST VIRGINIA OVER ABOUT 15 YEARS NOW.

WHAT OUR EXPERIENCE HAS BEEN MEASURING THE SATISFACTION OF INDEPENDENT LIVING CONSUMERS, EVOLUTION OF THE PROCESS THAT WE HAVE USED OVER THAT PERIOD OF TIME, HOW THE DATA IS GATHERED AND HOW IT IS ANALYZED, AND THEN WHAT WE DO WITH THE DATA.

HOW DO WE USE IT.

NEXT SLIDE.

WHEN I FIRST CAME TO WORK FOR THE SILC WHICH WAS IN 1996, EVERYBODY WAS DOING THEIR OWN CONSUMER SATISFACTION SURVEY.

THE DSU DID ONE, THE CENTERS ALL DID THEIR OWN AND THE SILC DID A SEPARATE ONE.

NOBODY WAS GETTING A VERY HIGH RESPONSE RATE.

AND THERE WAS NO WAY TO LOOK AT THE BIG PICTURE BECAUSE IT WAS ALL THESE LITTLE SLICES INSTEAD OF SOMETHING MORE COMPREHENSIVE.

SO AFTER, GOSH, SEEMS LIKE QUITE A LONG TIME, PROBABLY WASN'T MORE THAN 5 YEARS, WE DECIDED THAT WE NEEDED TO DO SOMETHING THAT WOULD GIVE US A CLEARER, BIGGER PICTURE.

SO THE FIRST TIME THAT WE COMBINED OUR EFFORTS WE DID EVERYBODY.

WE INCLUDED ALL OF THE VR CLIENTS AND THE STATE REHAB COUNCIL AS WELL AS 85 THE INDEPENDENT LIVING CENTERS AND DSU AND EVERYBODY.

THE SURVEY CAME OUT FROM THE SILC AND SRC JOINTLY.

THE DSU AND THE CENTERS PROVIDED THE MAILING LISTS.

WE DISCOVERED THAT THE DSU -- THE CENTERS HAD SOME ISSUES AS WELL.

THE DSU PARTICULARLY HAD ISSUED TRYING TO KEEP UP-TO-DATE CONTACT INFORMATION.

SO WE WOULD SEND OUT MASS QUANTITIES OF SURVEYS AND GET A WHOLE BUNCH OF THEM BACK NON DELIVERABLE.

AND WE NEVER WERE ABLE TO RESOLVE THAT.

THAT HAS IMPROVED DURING THAT PROCESS.

BUT THAT HAS IMPROVED GREATLY AS THEIR MANAGEMENT INFORMATION SYSTEMS HAVE IMPROVED.

BUT AT ANY RATE, THE SURVEY WENT OUT UNDER A JOINT LETTERHEAD OF THE SILC AND SRC.

THEY WERE RETURNED TO US UNOPENED.

I MEAN THE RESPONSES CAME TO US, THEY WERE UNOPENED.

AND WE FORWARDED THEM TO AN INDEPENDENT CONSULTANT THAT WE HAD THROUGH LOCAL UNIVERSITY WHO, THEN, COMPILED ALL THE RESULTS AND PREPARED A STATE-WIDE REPORT.

AND WE HAD A LOT OF ISSUES WITH NOT GETTING RESPONSES.

WE HAD ISSUES WITH THE UNDELIVERABLE ADDRESSES, AS I MENTIONED BEFORE.

WE HAD REAL CONCERNS ABOUT WHETHER THE SURVEYS WERE GETTING TO INDIVIDUALS.

FOR A PERIOD OF TIME, WE HAD THE VR CLIENT SURVEYS BEING SENT TO THEM WITH THEIR CLOSURE LETTER.

TO MAKE SURE THAT IT GOT TO THEM.

BUT OVER SEVERAL YEARS OF DOING THAT, WE DISCOVERED THAT IT WAS REALLY TOO BIG AND TOO MANY THINGS WERE TRYING TO BE CONSIDERED ALL IN ONE SURVEY.

SO WE DECIDED WE NEEDED TO SPLIT THE VR CLIENTS AND THE IL CONSUMERS AND SURVEY THEM SEPARATELY.

SO WE REFINED THAT COMBINED EFFORT.

AND WHAT WE DO NOW IS THE DSU, THE CENTERS, AND THE SILC ARE INCLUDED IN THE SURVEYING OF INDEPENDENT LIVING CONSUMERS.

WE HAVE 4 CENTERS FOR INDEPENDENT LIVING IN WEST VIRGINIA.

JUST SO YOU KNOW.

ALL THE SURVEYS GO OUT OF THE SILC OFFICE WITH THE SILC RETURN ADDRESS ON THEM SO THAT THEY KNOW IT'S NOT COMING FROM THEIR CENTER OR GOING BACK TO THEIR CENTER.

BECAUSE WE DIDN'T WANT PEOPLE TO BE AFRAID TO SAY WHAT THEY REALLY THOUGHT.

THOSE SURVEYS COME BACK INTO US.

WE DO NOT OPEN THEM.

WE BUNDLE THEM AND SEND THEM TO OUR INDEPENDENT CONSULTANT AGAIN.

SHE REVIEWS ALL OF THAT DATA.

COMPILES IT.

ANALYZES IT.

AND GENERATES A STATE-WIDE REPORT.

THAT IS SHARED WITH THE DSU AND THE SILC AND THE CENTERS.

AND AT THAT POINT, THEN, THE DSU AND STATE REHAB COUNCIL STARTED DOING A SEPARATE SURVEY, VERY MUCH IN A SIMILAR WAY TO THE WAY THE INDEPENDENT LIVING SURVEY IS DONE BUT SEPARATE FROM OURS.

IT GOES OUT TO ALL THE VR CLIENTS.

NEXT SLIDE.

ONE OF THE THINGS THAT WE WANTED TO DO WAS TO ELIMINATE DUPLICATION OF EFFORT.

THAT'S WHY WE STARTED DOING THIS JOINTLY.

AND WE WANTED TO MAKE SURE EVERYBODY HAD INPUT INTO THE TOOL AND THAT THE QUESTIONS EVERYBODY THOUGHT WERE MOST IMPORTANT WERE THE ONES THAT WE ASKED.

SO WE HAD MEETINGS WITH REPRESENTATIVES FROM THE SILC AND OUR DSU AND ALL OF THE CENTERS FOR INDEPENDENT LIVING AND SAT DOWN AND DEVELOPED THE TOOL AND AGREED ON WHAT DATA WE WANTED TO GATHER, AND WHAT QUESTIONS WE NEEDED TO ASK TO BE ABLE TO GET THAT DATA.

THEN WE WORKED WITH OUR INDEPENDENT CONSULTANT TO REFINE THE TOOL TO MAKE SURE WE WERE ASKING WHAT WE THOUGHT WE WERE ASKING.

THAT WE WOULD BE LIKELY TO GET THE DATA WE WERE LOOKING TO GATHER.

AND THAT TOOL WAS USED FOR AT LEAST 3 YEARS.

MAYBE EVEN 5.

WITHOUT ANY REVISIONS SO THAT OUR DATA WOULD BE VALID AND COULD BE COMPARED OVER TIME.

AND THEN AFTER WE LOOKED AT THE PROCESS AGAIN AND BEEN TO SOME TRAININGS, AND THOUGHT ABOUT HOW TO IMPROVE OUR RESPONSE RATE, WE HAD FURTHER REFINED OUR PROCESS, AND REVISED OUR SURVEY TOOL.

NEXT SLIDE.

SO THIS IS A SAMPLE OF WHAT THE TOOL LOOKS LIKE.

IT'S ONE PIECE OF PAPER.

THIS IS THE OUTSIDE WHEN IT'S FOLDED IN THE MIDDLE AND FOLDED AGAIN.

IT'S A LONG FOLDER.

THE FRONT IS INDEPENDENT LIVING WORK FOR YOU, CONSUMER SATISFACTION CARD. THERE IS INFORMATION ON THE BACK TO LET THEM KNOW WHO WE ARE AND WHY WE'RE ASKING THE QUESTIONS.

AND THEN THERE IS OPTIONAL INFORMATION THAT WE ASK, PARTICULARLY TO GET MORE INFORMATION WITH REGARD TO DEMOGRAPHICS.

NEXT SLIDE.

THEN WHEN YOU TURN THE PAPER OVER, THIS IS WHAT THE SURVEY LOOKS LIKE.

SO YOU CAN SEE THERE IS A SCALE FOR THE FIRST 13 QUESTIONS, AND PEOPLE INDICATE WHETHER THEY AGREE OR NOT, AND TO WHAT DEGREE OR IF IT DOESN'T REALLY APPLY TO THEM.

THEN THERE ARE -- THERE IS A SECTION THAT DEALS SPECIFICALLY WITH PEOPLES' RIGHTS, CIVIL RIGHTS, RIGHTS AS A CONSUMER, TO ENSURE THAT PEOPLE ARE BEING INFORMED OF THEIR RIGHTS.

AND OVER SEVERAL YEARS, WE'VE GOTTEN REALLY WEIRD DEGREES OF RESPONSES ON THIS.

AND THE CONSULTANT HAS REARRANGED THE ORDER OF THESE QUESTIONS SO MAKE SURE THAT PEOPLE WEREN'T JUST LOOKING AT THE FIRST FEW AND MOVING ON.

BUT THE RESULTS HAVEN'T REALLY CHANGED THERE.

THE BOTTOM LINE THAT WE HAVE DISCOVERED IS MOST PEOPLE DON'T REMEMBER WHAT YOU TOLD THEM ABOUT THEIR RIGHTS.

THOSE PEOPLE DON'T REMEMBER IF THEY WERE ALLOWED TO APPEAL ANYTHING, OR CHOOSE HOW THEY WERE GOING TO GET THEIR SERVICES, OR FOR WHOM THEY WERE GOING TO GET THEIR SERVICES, HARDLY ANYBODY REMEMBERS BEING INFORMED ABOUT THE CLIENT ASSISTANT PROGRAM WHICH IS KIND OF BIZARRE.

THAT'S SOMETHING EVERYBODY SHOULD BE BEING TOLD AT CENTERS.

WHEN I WORKED AT THE CENTER THAT'S ONE OF THE THINGS I MADE SURE THEY WERE TOLD.

SO I THINK THE CENTERS HAVE WORKED REALLY HARD TO MAKE SURE PEOPLE ARE GIVEN THIS INFORMATION BUT BY THE TIME THEY GET THIS SURVEY, VERY FEW OF THEM REMEMBER EVER HAVING RECEIVED THE INFORMATION.

AND THEN THERE IS KIND OF AN OPEN ENDED QUESTION ABOUT HOW THE SERVICES THEY RECEIVE FROM THE CENTER MAY HAVE MADE THEIR LIFE DIFFERENT.

THAT GIVES PEOPLE AN OPPORTUNITY TO EXPOUND A LITTLE BIT.

THEN THERE IS A CHECKLIST, QUESTION NO. 16, A CHECKLIST OF THE SERVICES THAT PEOPLE RECEIVED.

AND IF YOU READ THROUGH HOW THOSE SERVICES ARE DESCRIBED, WE MADE A REAL ATTEMPT TO NOT JUST SAY INDEPENDENT LIVING SKILLS TRAINING ADVOCACY PEER COUNSELING.

WE TRIED TO WORD THEM SO WHAT THEY RECEIVED AND HOW IT APPEARED TO THEM WOULD BE RECOGNIZE ABLE TO THEM, INSTEAD OF THEM REMEMBERING A FORMAL LABEL.

THEN WE ALSO ASKED PEOPLE WHAT ELSE THEY WOULD HAVE LIKED TO HAVE RECEIVED, OTHER SERVICES THEY WOULD LIKE TO SEE THEIR CENTER PROVIDE, AND ALSO WHAT THE CENTERS COULD DO BETTER.

WE'VE HAD DIFFERENT CONFIGURATIONS OF THIS FORM.

AND HAD DIFFERENT SECTIONS IN DIFFERENT LOCATIONS ON THE LAYOUT, BUT THIS IS THE STANDARD INFORMATION AS MOST RECENTLY REVISED THAT WE'RE ASKING FROM EVERY INDEPENDENT LIVING CONSUMER IN THIS STATE.

NOT A SAMPLE, BUT EVERYBODY.

NEXT SLIDE.

THIS LAST REVISION, SPECIFICALLY INCLUDED SOME DATA THAT THE SILC HAD REQUESTED SO THAT AS THEY'RE LOOKING AT HOW EFFECTIVE THE IMPLEMENTATION OF THE STATE PLAN IS, THEY HAVE A LITTLE MORE INFORMATION ABOUT THE PEOPLE THAT ARE RECEIVING SERVICES AND THE EXPERIENCES THAT THEY'VE HAD.

OUR MOST RECENT REVISION TO THE PROCESS IS THAT WE NOW HAVE OUR CONSULTANT DOING A TELEPHONE SURVEY WITH A 50 PERSON RANDOM SAMPLE OF INDEPENDENT LIVING CONSUMERS THAT ARE EVENLY DISTRIBUTED BY GEOGRAPHIC AREA, AND BY WHICH CENTER THEY RECEIVED SERVICES FROM.

SO WE HAVE A STRONG SAMPLE THAT WE KNOW IS DIVERSE THAT HAS ANSWERED THE QUESTIONS BY PHONE.

AND THEN WE MAILED THE SURVEY TO ALL THE OTHER CONSUMERS THAT HAVE RECEIVED SERVICES, AND THE SURVEY GENERALLY GOES OUT TWICE A YEAR BECAUSE WE DON'T WANT IT TO BE LONG BETWEEN WHEN THEY RECEIVED SERVICES AND WHEN THEY RECEIVED THE SURVEY.

SO THEY'LL REMEMBER MORE ABOUT THEIR EXPERIENCE.

AND THAT IS DONE BASED ON MAILING LISTS PROVIDED BY THE CENTERS TO THE SILC.

AND THEN ANY -- THE -- I'M SORRY.

THE SURVEYS ARE CODED SO THAT WE KNOW WHO HAS RESPONDED AND AFTER A 2 WEEK TURN AROUND TIME, A SURVEY GOES OUT AGAIN TO ANYBODY WHO HAS NOT RESPONDED.

NEXT SLIDE.

ALL THE SURVEYS IN ADDITION TO BEING CODED SO WE KNOW WHO THEY CAME BACK FROM, THERE IS NO NAMES OR ANY IDENTIFYING INFORMATION, THERE IS JUST A CODE THAT'S IN OUR SYSTEM.

THEY'RE ALSO CODED BY WHICH CENTER FOR INDEPENDENT LIVING THEY RECEIVED SERVICES FROM.

WHAT THEIR CURRENT STATUS WITH THAT CENTER IS.

WHETHER THEY'RE STILL OPEN AND ACTIVE, OR WHETHER THEIR CASE OR CRP OR -- NOT CRP, CONSUMER SERVICE RECORD.

CSR.

EXCUSE ME.

HAS BEEN CLOSED.

ALSO, IF THERE IS A SPECIFIC PROGRAM THEY RECEIVED SERVICES FROM, THAT'S CODED ON AND WHAT COUNTY THEY LIVE IN IS CODED SO THE CONSULTANT CAN SORT THE DATA IN A LOT OF DIFFERENT WAYS AND LOOK AT WAYS FROM A LOT OF DIFFERENT PERSPECTIVES.

AND THEN AS I SAID, THEY'RE NUMBERED IN ORDER FOR US TO TRACK WHO HAS RESPONDED.

AND WHO NEED A FOLLOW-UP SURVEY.

BUT THE RESPONSES ARE ALL UNANIMOUS, AND THERE IS NEVER ANY IDENTIFYING INFORMATION IN THE REPORT OR SHARED WITH THE CENTERS.

NEXT SLIDE.

ONE OF THE THINGS THAT WAS ASKED EARLIER WAS HOW DO YOU INCREASE YOUR RESPONSE RATE.

AND THAT'S SOMETHING WE HAVE STRUGGLED WITH FOR THE LAST 15 YEARS.

HOW DO YOU GET MORE PEOPLE TO RESPOND TO THIS SURVEY?

I LIKE THE IDEA OF SURVEY MONKEY, BUT WE HAVE TO REALIZE IN OUR STATE THERE ARE A LOT OF FOLKS THAT DON'T HAVE ACCESS TO A COMPUTER OR INTERNET SERVICES.

SO AT THIS POINT WE'RE STILL DOING A PAPER SURVEY.

SOME OF THE THINGS THAT WE'VE TRIED IN THE PAST THAT TEND TO MAKE PEOPLE FEEL A LITTLE MORE OBLIGATED TO FILL OUT THE SURVEY AND MAIL IT BACK POSTAGE PAID SO IT DOESN'T COST ANYTHING TO MAIL IT.

ONE YEAR WE PUT LITTLE CALENDARS IN THERE, A FULL YEAR'S CALENDAR IN THE ENVELOPE WITH THE SURVEY.

ONE YEAR WE PUT A RULER IN THERE.

THEN WE STARTED DOING TEA BAGS.

WE PUT A LABEL ON THE OUTSIDE OF THE ENVELOPE THAT SAID HAVE A CUP OF TEA WHILE YOU ANSWER THESE QUESTIONS, PLEASE.

NOW WITH OUR NEW REVISED PROCESS, WE ALSO ARE STILL INCLUDING THETY BAG WITH THE SAME LOGIC AND WE'VE ALSO INDICATED WE WILL THEM, ALL THE PEOPLE THAT RESPOND TO THE SURVEY WILL BE ENTERED FOR A CHANCE TO WIN AN I-POD SHUFFLE THAT WAS DONATED TO US.

WE'RE GOING TO SEE IF THAT IMPROVES THE RESPONSE RATE.

AS I TOLD YOU BEFORE, THE SURVEYS ARE CODED SO WE KNOW WHO THEY CAME FROM, BUT WE WOULDN'T KNOW ONCE WE DO A DRAWING FOR THAT I-POD, WE WON'T KNOW WHO THAT INDIVIDUAL IS UNTIL WE GO BACK AND LOOK UP THEIR CODE, SO THERE WON'T BE ANY WAY OF KIND OF STACKING THE DECK FOR ANY PARTICULAR CENTER OR SERVICE AREA OR INDIVIDUAL TO BE ABLE TO WIN THAT DRAWING.

NEXT SLIDE.

AS I SAID, ALL THE DATA COMES INTO THE SILC OFFICE.

RESPONSES ARE UNOPENED.

AND THEY'RE BUNDLED AND SENT OUT TO OUR OUTSIDE CONSULTANT.

CONSULT WANT.

ONCE SHE HAD RECEIVED ALL THE RESPONSES SHE'S GOING TO GET FOR THE YEAR, SHE COMPILES ALL OF THAT DATA AND WE TRY TO ALLOW A TURN AROUND AFTER THIS VERY LAST MAILING, AND THEY TRICKLE IN ESTIMATED FOR A -- SOMETIMES FOR A LITTLE WHILE.

ONCE WE'RE CERTAIN ALL THE RESPONSES ARE IN, WE SEND ALL THAT INFORMATION TO HER.

SHE COMPILES IT ALL IN THE DATABASE, THEN PREPARES A REPORT SORTING AND ANALYZING THE DATA.

THE RAW DATA FOR EACH CENTER FOR INDEPENDENT LIVING IS SHARED WITH THAT CENTER BUT THERE IS NOT A SEPARATE REPORT COMPILED FOR THEM.

THAT TOTALLY AMOUNT OF DATA IS ANALYZED AND A STATE-WIDE REPORT IS PREPARED AND THE CENTERS DO GET THIS BUT THEY ALSO GET THEIR RAW DATE BASED ON RESPONSES FROM THEIR CLIENT LIST.

NEXT SLIDE.

AND THEN SOME OF THE INFORMATION THAT YOU WOULD FIND IN THE REPORT LOOKS AT RESPONSES BASED ON WHICH COUNTY THE INDIVIDUAL LIVES IN.

SO YOU HAVE AN IDEA DISTRIBUTION AROUND THE STATE.

NOT IN TERMS OF WHO THE NUMBERS OF PEOPLE SERVED IN ALL THE COUNTIES, BUT THE NUMBER OF RESPONSES THAT WE RECEIVED FROM THE COUNTIES, AND THAT'S COMPARED BY THE DISTRICT'S OF OUR DSU.

WE HAVE 6 DISTRICTS IN THE STATE.

SHE ALSO WILL SHOW THAT TO KIND OF SHOW CONCENTRATION.

NEXT SLIDE.

THIS IS ANOTHER PIECE OF INFORMATION THAT'S INCLUDED IN THE REPORT.

IF YOU'LL LOOK AT THAT, YOU CAN SEE THAT IT SHOWS THE DATA OVER A THREE YEAR PERIOD OF TIME.

BECAUSE WE HAVEN'T CHANGED THE FORM, THIS IS A VALID WAY TO SHOW ANY CHANGES IN RESPONSE RATES ON EACH OF THOSE QUESTIONS, AND THIS IS THE SET OF QUESTIONS THAT HAD THE SCALE WHERE PEOPLE WOULD SAY THEY WERE SATISFIED OR NOT SATISFIED OR DIFFERENT AGREES OF -- DEGREES OF SATISFACTION.

NEXT SLIDE.

THE SATISFACTION LEVELS ARE ALSO SHOWN.

OVERALL SATISFACTION ON A LINE CHART FOR A THREE YEAR PERIOD SO THAT YOU CAN SEE WHERE THINGS ARE GOING UP AND DOWN AND THINGS THAT TEND TO BE STAYING AT A COMPARABLE LEVEL.

IF YOU'RE HAVING DIFFICULTY READING THESE SLIDES, THESE ARE PDF FILES MADE OUT OF THE ACTUAL CHARTS OUT OF OUR REPORT.

THERE IS A WEB LINK THAT WAS SENT TO YOU WITH YOUR CONFIRMATION THAT YOU CAN CONNECT TO AND ACTUALLY GO LOOK AT THIS ENTIRE REPORT.

NEXT SLIDE.

ANOTHER SATISFACTION CHART SHOWS YOU THE DIFFERENCE BETWEEN FOLKS WHO'S CASES ARE STILL OPEN AND FOLKS WHOSE CASES HAVE BEEN CLOSED.

AND YOU CAN SEE THAT THERE IS GENERALLY HIGHER SATISFACTION ACROSS THE BOARD WITH FOLKS WHO ARE STILL ACTIVE AT A CENTER THAN THERE IS WITH FOLKS WHO ARE NO LONGER INVOLVED IN A CENTER.

I'M SURE THERE IS A LOT OF REASONS FOR THAT.

NEXT SLIDE.

SO ONCE WE HAVE ALL THIS DATA AND WE HAVE A REPORT, THEN WHAT DO WE DO WITH IT?

WELL, I SAID BEFORE THAT THE REPORT IS SHARED WITH ALL THE MEMBERS OF THE SILC, WITH THE DSU.

OUR DIVISION OF REHABILITATION SERVICES HAS A SENIOR MANAGEMENT TEAM.

THEY ALL GET A COPY OF THE REPORT.

AND THEN ALL OF THE CENTERS FOR INDEPENDENT LIVING ALSO GET THE REPORT.

AND AS I SAID BEFORE, THEY ALSO GET THE RAW DATA FROM THEIR CONSUMERS.

THOUGH THEY WON'T KNOW WHICH CONSUMERS THOSE ARE.

THE CENTERS THEMSELVES USE THE DATA TO IMPROVE THEIR SERVICES.

TO LOOK AT WHAT THEY CAN DO BETTER AND BE MORE RESPONSIVE TO THE FOLKS IN THEIR SERVICE AREAS.

THE SILC AND DSU LOOK AT THE DATA WHEN WE'RE DEVELOPING THE STATE PLAN FOR INDEPENDENT LIVING.

TO LOOK AT WHAT THE UNMET NEEDS ARE, WHAT IS IT THAT PEOPLE ARE WANTING THAT THEY'RE NOT GETTING.

AND HOW CAN WE ADDRESS THAT IN THE STATE PLAN.

TO IDENTIFY IF THERE ARE ANY SPECIFIC TRENDS THAT WE CAN SEE THROUGH THE COMPILATION OF DATA STATE-WIDE.

ARE THERE CERTAIN AREAS OF THE STATE THAT ARE MORE SATISFIED OR LESS SATISFIED.

IS THERE ANY WAY FOR US TO TELL WHY THAT IS?

AND THEN, OF COURSE, THE SILC ALSO LOOKS AT THAT DATA AND THAT REPORT AND THE LEVEL OF SATISFACTION WHEN WE'RE FULFILLING OUR DUTY TO MONITOR THE IMPLEMENTATION OF THE STATE PLAN.

WHAT PROGRAMS ARE THE CENTERS OPERATING UNDER THE STATE PLAN FOR INDEPENDENT LIVING?

WHAT IS THE SATISFACTION LEVEL WITH THOSE?

ARE THEY MAKING A DIFFERENCE IN PEOPLES' LIVES, ARE THERE THINGS WE NEED TO DO DIFFERENTLY IN THE STATE PLAN TO MAKE THAT ALL WORK BETTER?

AND SO WE USE THE DATA FOR THAT AS WELL.

NEXT SLIDE.

SO WHERE WE GO FROM HERE IS WE WANT TO INCREASE THE RESPONSE RATE SO THAT WE HAVE MORE VALID DATA, SO THAT WE HAVE ENOUGH RESPONSES FROM EACH CENTER TO BE ABLE TO DO AN ANALYSIS OF THE DATA FO EACH CENTER.

AND ALSO, THEN, TO INCREASE THE USEFULNESS OF THE DATA.

IF WE HAVE MORE DATA, IT'S MORE VALID.

IT CAN BE BROKEN DOWN BY CENTER.

THEN IT'S GOING TO BE MORE USEFUL TO EVERYBODY IN THE DEVELOPMENT OF THE STATE PLAN, IN IDENTIFYING THE NEED FOR MORE CENTERS FOR INDEPENDENT LIVING, AND THEN FOR THE CENTERS TO IMPROVE THE SERVICES FOR THEIR SERVICE AREA AND ADDRESS UNMET NEEDS.

NEXT SLIDE.

SO HERE IS MY CONTACT INFORMATION.

THE LINK AT THE FIRST BULLET IS WHERE YOU CAN GO TO SEE THE SURVEY IN WEST VIRGINIA.

AND THEN MY PERSONAL CONTACT INFORMATION IS INCLUDED THERE.

NEXT SLIDE.

AND NOW IT'S YOUR TURN TO ASK QUESTIONS.

>> WES, COULD YOU HELP US TAKE QUESTIONS FROM THE AUDIENCE, PLEASE.

>> THE FLOOR IS OPEN FOR YOUR QUESTIONS, IF YOU HAVE A QUESTION, PLEASE PRESS THE NO. 7 OR Q ON YOUR TELEPHONE KEY PAD.

AGAIN, FOR A QUESTION OR COMMENT.

FIRST FROM BEN STUART, THE FLOOR IS YOURS.

>> ALL RIGHT?

HELLO?

>> YES.

>> DO YOU HAVE A QUESTION?

>> YES.

IF I'M CALLED ON.

>> YES, IT'S YOUR TURN.

>> THANK YOU.

THE PAPER SURVEY WAS DESCRIBED, I'M WONDERING TO WHAT EXTENT YOU'RE ABLE TO MODIFY THE FORMAT FOR A CONSUMER, FOR EXAMPLE, SENIOR WHO HAS DIMINISHING VISION OR CONSUMERS WHO ARE BLIND.

>> WE CAN PROVIDE THE SURVEY IN A LARGE PRINT FORMAT OR IN AN ELECTRONIC FORMAT, AND WE ALSO ALWAYS INCLUDE THAT IF SOMEONE NEEDS ASSISTANCE COMPLETING THE SURVEY, THEY CAN THE SILC OFFICE WHICH IS NOT THEIR CENTER SO THEY DON'T HAVE TO WORRY ABOUT SAYING ANYTHING THAT WOULD GET THEM IN TROUBLE WITH THEIR CENTER.

AND WE CAN HELP THEM BY EITHER DOING IT WITH THEM OVER THE PHONE OR PROVIDING THAT ALTERNATE FORMAT THAT WOULD BE MOST USEFUL TO THEM.

>> THEY LEARN OF THOSE ALTERNATIVES BY READING WHAT YOU MAILED?

HOW DO THEY LEARN ABOUT THE ALTERNATIVES?

>> BY READING WHAT WE MAILED.

>> HOW DO THEY READ IT?

>> THE SAME WAY THEY READ ALL THE REST OF THE MAIL THEY RECEIVE, WHETHER THEY HAVE A CCT.V. OR SOMEONE WHO HELPS THEM GO THROUGH THEIR MAIL.

>> THANKS.

>> AGAIN FOR A QUESTION OR COMMENT, PLEASE PRESS 7 OR Q ON YOUR KEY PAD.

AT THIS TIME THERE ARE NO FURTHER QUESTIONS.

>> OKAY.

ANN ON THE WEB, ALLEN KRIEGER IS ASKING IF THE RESPONSE RATE IN WEST VIRGINIA HAS GONE UP RECENTLY AS A RESULT OF YOUR EFFORTS.

AND IF NOT, WHAT DO YOU THINK ABOUT PHONE SURVEYS WITH A SMALLER SAMPLE SIZE?

>> WE DON'T KNOW YET IF OUR RESPONSE RATE HAS GONE UP.

BUT WE ARE DOING PHONE SURVEYS WITH 50 PEOPLE, OUR CONSULTANT IS DOING THAT BEFORE THE WRITTEN SURVEYS ARE EVER SENT OUT.

THERE IS 50 PEOPLE CARVED RIGHT OFF THE TOP THAT ARE EVENLY DISBURSED AMONG THE CENTERS AND THE GEOGRAPHIC AREA OF THE STATE SO THAT WE HAVE THAT SAMPLE BEFORE WE EVEN SEND THE WRITTEN SURVEYS.

>> OKAY.

THANKS.

OREGON, SHELLY IS WONDERERING WHAT THE APPROXIMATE ANNUAL COST OF CONSULTATION SERVICES ARE FOR THE PROJECT?

>> WELL, THAT JUST WENT UP.

WE'RE HAVING HER DO THE TELEPHONE CALLS.

I'M GOING TO LOOK AT SEE IF I CAN FIND THAT REAL QUICK.

I DON'T KNOW THAT OFF THE TOP OF MY HEAD.

LET ME LOOK AND YOU CAN GO TO ANOTHER QUESTION.

>> LET'S CHECK BACK I HAVE BEEN WITH WES AND SEE IF THERE ARE ANY QUESTIONS ON THE PHONE.

>> REMINDER, IF YOU HAVE A QUESTION OR COMMENT, PLEASE PRESS 7 OR Q ON YOUR TELEPHONE KEY PAD.

NO QUESTIONS AT THIS TIME.

>> OKAY.

THANKS, WES.

ALL RIGHT.

TONYA WAS WONDERING, FOR CHRIS AND KELLY, IN MISSOURI, WHO COMPILES AND ANALYSES YOUR DATA THAT YOU COLLECT?

>> WELL, ISN'T WE USE SURVEY MONKEY, THAT HAS REALLY HELPED WITH THAT.

IN THE PAST WHEN WE USED A MICROSOFT COMPEL IT WAS VERY LABOR INTENSIVE.

NOW THAT WE USE THE MONKEY WEB TOOL IT DOES A LOT OF THE TABULATION FOR US, AND THEN HERE AT THE DSU, WE ADD IN THE DATA BECAUSE WE RECEIVE COPIES OF THE 704 REPORTS FROM ALL THE 22 CENTERS.

WE COMPILE THAT DATA AND ADD IT TO THE DATA THAT'S ALREADY TABULATED BY SURVEY MONKEY.

THEN IT'S JUST POSTED IN THE PDF ON TO THE SILK WEBSITE BY THE SILC ADMINISTRATIVE ASSISTANCE THAT MAINTAINS THE WEBSITE.

>> I HAVE AN ANSWER NOW.

>> OUR CONTRACT WITH OUR CONSULTANT USED TO BE $3,500 A YEAR.

AND THOSE COSTS ARE SHARED BY THE DSU, THE SILC AND THE CENTERS.

THAT'S DIVIDED UP AMONGST THOSE ENTITIES.

OUR NEW CONTRACT INCLUDING THE 50 PHONE CALL SURVEYS IS $6,100.

>> OKAY.

THANKS.

AND ANN, YOU ASKED -- YOU ANSWERED SHELLY'S FOLLOW-UP QUESTION, DOES THE SILC COVER THE COST.

THOSE ARE SHARED ACROSS.

>> IT'S SHARED AMONGST ALL THE PARTNERS.

THE COST FOR MAILING THE SURVEYS IS SHARED WITH THE DSU AND WITH EACH CENTER DEPENDING ON THE NUMBER OF SURVEYS THAT GO OUT TO THEIR CONSUMERS.

THEN THE COST OF THE CONSULTANT IS EVENLY SHARED AMONGST ALL THE PARTNERS.

>> OKAY.

GREAT.

AND TONYA WAS WONDERING, ANN, IN WEST VIRGINIA, DO YOU HAVE A MEETING, THEN, TO DISCUSS THE SURVEY RESULTS?

>> WE HAVE THE CONSULTANT COME IN AND ACTUALLY PRESENT THE REPORT TO THE SILC.

EVERYBODY HAS THE SURVEY IN FRONT OF THEM.

HAVING RECEIVED IT IN ADVANCE.

SO THAT THEY CAN READ IT AND BE PREPARED TO ASK QUESTIONS.

SHE SHARES WHAT SHE THINKS ARE THE MOST NOTABLE BITS OF INFORMATION AND TREND AND THINGS SHE PICKED UP ON AND ANSWERS ANY QUESTIONS THAT THE SILC MAY HAVE.

WE ALSO INVITE THE CENTERS TO BE THERE AND THE DSU IS ALWAYS REPRESENTED AT THE SILC MEETINGS.

THAT'S HOW WE DO THAT.

>> OKAY.

AND OUR OWN KELLY AND CHRIS ARE WONDERING HOW MANY SURVEYS YOU SEND OUT IN WEST VIRGINIA.

>> WELL, IT DEPENDS ON HOW MANY PEOPLE GOT SERVED THAT YEAR.

IT TENDS TO RUN AROUND 4-500 A YEAR.

BUT IT IS TOTALLY DEPENDENT ON THE NUMBER OF PEOPLE SERVED.

AND THIS YEAR IT'S LIKELY GOING TO SPIKE BECAUSE OUR DSU KICKED IN A BUNCH OF EXTRA MONEY TO ADDRESS A WAITING LIST THAT THE CENTERS HAVE HAD GLOB ONGOING FOR A PART B FUNDED PROJECT THAT DOES THE TRADITIONAL HOME MODIFICATIONS, AND ADAPTIVE EQUIPMENT, ALL THOSE KINDS OF THINGS.

DSU DUMPED A BUNCH OF MONEY INTO THAT THIS YEAR.

I BELIEVE THEY'RE TURNING AROUND THE ENTIRE WAITING LIST IN ADDITION TO SERVING NEW PEOPLE.

SO WE'RE PROBABLY GOING TO HAVE A MUCH HIGHER RATE OF MAILING THIS YEAR.

>> OKAY.

GREAT.

AND TOP TONYA IS WONDERING HOW DO YOU ADDRESS QUESTIONS FOR SERVICES THAT ARE OFFERED AT SOME BUT NOT ALL OF THE CENTERS?

>> I DON'T KNOW.

WE DO KNOW BY THE WAY WE CODE THE SURVEYS, WHICH CENTER A PERSON WENT TO SO WE CAN SEE WHICH SERVICE THE CENTERS ARE PROVIDING BUT I DON'T KNOW THAT WE DO ANYTHING HE MEANS SPECIFIC TO A-- ANYTHING ELSE SPECIFIC TO ADDRESS THAT.

>> KELLY OR CHRIS, HAVE YOU RUN INTO THAT?

DO YOU HAVE ANY SUGGESTIONS

>> THAT'S WHY WE ASK ABOUT THE DIFFERENT PROGRAM AREAS.

BECAUSE NOT ALL THE CENTERS OFFER THE SAME SERVICES, WE HAVE SOME VERY, VERY SMALL RURAL CENTERS IN MISSOURI AND THEN WE HAVE 4 URBAN CENTERS IN MISSOURI. SO THE SERVICES THAT ARE PROVIDED REALLY CHANGE, DEPENDING ON THE AREA THAT'S BEING COVERED.

SO WE DECIDED TO BREAK IT DOWN BY THOSE PROGRAM AREAS.

>> OKAY.

>> OURS HAS THE LIST OF SERVICES AS WELL SO WE KNOW WHAT PEOPLE ARE DOING, AND JUST TO SAY YOU GUYS, WE HAVE 4 RURAL CENTERS AS WELL.

BECAUSE WE DON'T HAVE ANY TRADITIONAL URBAN AREAS IN WEST VIRGINIA.

>> RIGHT.

RIGHT.

>> OKAY.

WELL, THAT'S THE WEBINAR CHAT HAS SLOWED DOWN SO LET'S CHECK BACK IN WITH WES ONE MORE TIME, SEE IF WE HAVE ANY QUESTIONS

>> AS A REMINDER, PRESS 7 ON YOUR KEY PAD.

NO QUESTIONS AT THIS TIME FROM THE PHONE.

>> OKAY.

AND I WANT TO -- I'M NOT SURE I COMPLETELY UNDERSTAND THE QUESTION.

ALLEN HAS ASKED, I BELIEVE THIS IS FOR YOU, ANN, ABOUT USING THE SAVINGS FROM -- USING THE MONEY YOU SAVE FROM NOT DOING WRITTEN SURVEYS.

MAYBE THIS IS FOR MISSOURI.

ALLEN, IF YOU COULD CLARIFY THE QUESTION THAT WOULD BE GREAT.

YOU WERE ASKING ABOUT SAVINGS FROM NOT DOING WRITTEN SURVEYS.

IN WEST VIRGINIA, THANK YOU, SO HE'S ASKING ANN.

WHAT ABOUT USING THE SAVINGS FROM NOT HAVING TO DO THE WRITTEN SURVEY AND DO ALL OF THE DATA ENTRY AND PUT IT ALL INTO TELEPHONE CALLS?

>> WELL, WE ARE DOING TELEPHONE CALLS THIS YEAR.

WE'RE NOT CALLING EVERY SINGLE CONSUMER.

NEITHER IS MISSOURI.

I BELIEVE THE FIGURE THERE WAS 20% OF THE CONSUMERS.

THAT THE OPPORTUNITIES AND EXPOSURES SOMETHING WE COULD CERTAINLY LOOK AT BUT I THINK DOING THE 50 PHONE SURVEYS THAT ARE REALLY EVENLY DISTRIBUTED SO THEY'RE A GOOD CROSS REPRESENTATION IS GOING TO GIVE US A BETTER PICTURE AS WELL.

AND AS I SAID, WE HAVE TALKED ABOUT TRYING TO DO SOMETHING ONLINE BUT THERE IS A LOT OF CONCERN ABOUT PEOPLE NOT HAVING ACCESS TO THE INTERNET.

SO HOW TO OVERCOME THAT.

>> OKAY, THANKS.

AND THAT'S TEND OF THE QUESTIONS FROM OUR WEBINAR PARTICIPANTS.

LET'S CHECK BACK IN WITH THE PHONE JUST ONE MORE TIME BEFORE WE CLOSE TO MAKE SURE WE'VE GOTTEN TO EVERYBODY.

>> SO THERE IS ONE QUESTION FROM BEN STUART.

THE FLOOR IS YOURS.

>> THANK YOU VERY MUCH.

WHAT EXAMPLES CAN YOU SHARE WITH US OF PROGRAM CHANGES OR IMPROVEMENTS MADE IN RESPONSE TO WHAT YOU LEARN FROM CONSUMER SATISFACTION SURVEYS?

>> I KNOW THERE OF COURSE SOME.

THERE HAVE BEEN SOME SPECIFIC THINGS THAT THE SILC HAS QUESTIONED THAT THE CENTERS HAVE THEN FOLLOWED UP ON, BUT I'M NOT BEING ABLE TO PULL ANY OUT OF MY BRAIN OFF THE TOP OF MY HEAD, TO BE ABLE TO TELL YOU SPECIFICALLY.

I KNOW ONE OF THE THINGS, IT'S NOT A PROGRAM THING.

ONE OF THE THINGS THAT THEY'VE MADE MORE EFFORT ABOUT IS THAT WHOLE MAKING SURE PEOPLE UNDERSTAND WHAT THEIR RIGHTS ARE.

I THINK THAT THE TRANSFER OF THE PART B PROGRAM WITH THE HOME MODIFICATIONS AND EQUIPMENT AND VEHICLE MODIFICATIONS AND SUCH, SOMEWHAT CAME AS A RESULT OF THE CONSUMER SATISFACTION SURVEY, AND GETTING THINGS OUT TO PEOPLE BECAUSE THE ADMINISTRATIVE COSTS OF RDSU DOING THAT WERE TAKING UP SO MUCH OF THE FUNDING THAT THERE WASN'T ANY FUNDING LEFT FOR THE CASE SERVICES.

WHICH IS WHAT THEY CALL IT.

I WOULD SAY FOR GETTING STUFF FOR PEOPLE THAT THEY NEED.

SO I THINK THAT'S ONE THING.

BUT I'M NOT BEING ABLE TO COME UP WITH A LOT RIGHT OFF THE TOP OF MY HEAD.

I SHOULD HAVE THOUGHT ABOUT THAT BEFORE.

WE SHOULD MAKE YOU SEND IN QUESTIONS BEFORE.

>> KELLY AND CHRIS, ANYTHING IN MISSOURI THAT YOU HAVE BEEN WORKING TO IMPROVE BASED ON THE SURVEY RESPONSES?

>> WELL, ONE OF THE THINGS THAT WE DID IS WE -- THE SILC HAS DEVELOPED COMMITTEES THAT GO ALONG WITH OUR SPILL, SO ONE OF THE THINGS WE'VE USED THE SURVEY FOR IS IMPROVING USED TRANSITION SERVICES, WE'VE JUST RECENTLY PULLED -- PREVIOUSLY YEARS, THE EDUCATIONAL COMPONENT, STAYED WITH THE SCHOOL DISTRICTS AND STAYED WITH THE VR AND JUST IN THE LAST COUPLE YEARS BASED ON RESPONSES WE'VE GOTTEN FROM THE OUTCOME SURVEY, MANAGED TO BRING THE CILS INTO THE COMPONENT AND AT THE TABLE IN THE CONVERSATIONS GETTING INVOLVED EARLIER WITH STUDENTS FROM THE EDUCATIONAL PROCESS IN THE DISTRICT.

WE HAVE ADDRESSED EMERGENCY PREPAREDNESS PACE BAAED ON RESPONSES THAT WE'VE GOT.

WE HAD A LOT GO ON IN THE STATE OF MISSOURI THIS LAST YEAR.

I THINK IT BROUGHT US TO THE FOREFRONT, NOT MAKING SURE THAT THE PEOPLE WE'RE SURVEYING ARE PREPARED AND UNDERSTAND SO WE CAN KIND OF SEE FROM THIS WHETHER OR NOT WE'RE MAKING AN IMPACT ON EMERGENCY PREPAREDNESS THROUGHOUT THE STATE.

FROM THE PERSPECTIVE, SINCE INDIVIDUAL REPORTS GO BACK TO THE 22 CENTERS, THEY'RE ABLE TO TAKE THAT DATA AND USE IT FOR NEEDS ASSESSMENT TO SEE WHAT'S NEEDED IN THEIR COMMUNITIES BASED ON THE DATA THAT THEY RECEIVE FROM THEIR SERVICE RESPONSES.

>> GREAT.

ANOTHER QUESTION ROLLED IN ON THE WEB.

THIS IS A GOOD ONE.

I'M GOING TO ASK EACH OF YOU TO RESPOND.

TONYA IS WONDERING WHAT RESPONSES YOU ALL HAVE RECEIVED FROM LEGISLATURES WHEN THEY VIEWED THE ANNUAL REPORT.

ANN, DO YOU WANT TO GO FIRST?

>> SURE.

I DON'T KNOW OF RESPONSES SPECIFIC TO THE CONSUMER SATISFACTION SURVEY REPORT.

BUT I CAN TELL YOU THAT THAT COMBINED WITH ANNUAL REPORTS FROM THE CENTERS FOR INDEPENDENT LIVING WHERE THEY'RE SHARING THE SERVICES THAT THEY HAVE PROVIDED AND THE CHANGES THAT THOSE HAVE MADE IN PEOPLE'S LIVES, HAS GREATLY INCREASED THE AWARENESS OF OUR LEGISLATURES, BOTH OF THE EXISTENCE OF CENTERS AND THE VALUE OF CENTERS AS WELL AS THE NEED OF PEOPLE WITH DISABILITIES.

AS A RESULT OF THAT INCREASED AWARENESS, WE HAVE MORE STATE FUNDING GOING INTO INDEPENDENT LIVING PROGRAMS THAN WE'VE EVER HAD BEFORE.

AND I MENTIONED OR DSU HAS BEEN KICKING INTO THAT AS WELL, BECAUSE THE LEGISLATURES HAVE COME TO REALLY VALUE THE SERVICES PROVIDED BY THE CENTERS.

>> AND I THINK THAT WE HAVE A SIMILAR RESPONSE FROM LEGISLATURES.

WE DON'T SEND THE -- THE DSU -- THE SILC DOESN'T SEND A REPORT TO EACH LEGISLATURE, BUT ALL THE CENTERS HAVE USED THAT AND IT'S ALLOWED US WHEN THERE HAS BEEN CUT FOR IL SERVICES IN THE STATE.

SO YOU USE THIS DATA TO GO BACK AND TALK WITH THOSE LEGISLATURES WITHIN OUR DISTRICTS ON THAT PERSONALLY LEVEL SO IT REALLY RELATES TO THEIR CONSTITUENTS AND SHOW THEM HOW THESE SERVICES REALLY MAKE AN IMPACT AND A DIFFERENCE.

>> GREAT.

>> THIS IS KELLY.

I MIGHT ADD TO WHAT CHRIS SAID.

IN MISSOURI, IN ADDITION TO PART C AND PART B DOLLARS, WE HAVE A GOOD AMOUNT OF GENERAL REVENUE.

WE HAVE SOME STATE FUNDS THAT DO GO INTO OUR IL PROGRAM.

FOR SEVERAL YEARS IN A ROW, WE WERE ABLE TO SHOW INCREASES IN FUNDING AND GAIN ADDITIONAL FUNDING TO OUR INDEPENDENT LIVING PROGRAM BECAUSE OF SOME OF THE DATA THAT WE WERE ABLE TO SHOW OUTCOMES AND RESULTS THROUGH THIS AND OTHER REPORTING INSTRUMENTS THAT WE HAVE.

NOW WE HAVE SUFFERED SET BACKS IN THE PAST COUPLE YEARS, AND HAD A CUT IN FUNDING AND LOST SOME OF THE GROUND WE HAD GAINED SOME OF THE ECONOMIC IMPACT IN -- ON THE BUDGETS JUST IN GENERAL IN MISSOURI.

SEVERAL AREAS HAVE TAKEN CUTS.

BUT WE WERE ABLE TO USE THOSE REPORTS WITH THE LEGISLATURES TO HELP SHOW THAT RESULTS ARE OBTAINED THROUGH THE INDEPENDENT LIVING CENTERS, AND WHAT THEY'RE DOING WITH THE MONEY THAT IS RECEIVED THROUGH THE IL GRANTS.

SO I THINK IT WAS VERY HELPFUL IN THAT EDUCATION PROCESS.

AND THE MAJORITY OF OUR CENTERS IN MISSOURI ARE FUNDED THROUGH THOSE GENERAL REVENUE DOLLARS.

THERE IS ONLY NINE OF THE CENTERS THAT RECEIVE PART B OR PART B MONEY.

THE REMAINDER OF THE 22 CENTERS ARE FUNDED THROUGH GENERAL REVENUE FROM THE STATE.

THEY RECEIVE NO PART B OR C MONEY.

>> OKAY.

GREAT.

OKAY.

WES, ANYMORE QUESTIONS ON THE PHONE?

>> FOR A QUESTION OR COMMENT PLEASE PRESS 7 ON YOUR KEY PAD.

NO QUESTIONS AT THIS TIME.

>> OKAY.

ALL RIGHT.

THAT'S TEND OF OUR Q AND A.

BEFORE I GO TO THE NEXT SLIDE, I WANT TO MENTION THAT IF ANY QUESTIONS DO ARISE, WHETHER IT BE LATER TODAY OR IN 2 WEEKS, PLEASE DON'T HESITATE TO USE ME AS A POINT OF CONTACT.

MY E-MAIL ADDRESS IS TIM@NCIL.ORG.

SO WHETHER IT'S ABOUT TODAY'S TRAINING OR UPCOMING TRAINING, YOU CAN CONTACT ME.

IF IT IS ABOUT THE PRESENTATION I'LL FORWARD IT TO OUR PRESENTERS AND GET AN ANSWER TO YOU.

I'M GOING TO SLIDE 34.

AND THIS IS THE EVALUATION FORM THAT I MENTIONED TO YOU.

SO IF YOU'RE ON THE WEBINAR, THIS IS A LIVE LINK.

YOU CAN CLICK RIGHT ON THIS.

IT WILL TAKE YOU AWAY FROM THE WEBINAR PLATFORM.

IT'S VERY EASY TO COMPLETE.

IF YOU'RE PARTICIPATING IN A GROUP, PLEASE FEEL FREE TO FILL IT OUT TOGETHER AND DISCUSS IT.

PLEASE LET US KNOW WHAT YOU THOUGHT.

WE'D APPRECIATE THAT.

IF YOU'RE ON THE TELEPHONE, AGAIN, YOU CAN GET THAT ON THE TRAINING WEB PAGE THAT WAS INCLUDED IN YOUR CONFIRMATION E-MAIL WHERE YOU ACCESS THE CONNECTION INFORMATION FOR THE CALL AND WEBINAR AND WHERE YOU DOWN LOADED THE POWER POINT FORM.

IF YOU DON'T HAVE THAT HANDY, YOU CAN E-MAIL ME AT TIM@NCIL.ORG AND I'LL SEND IT TO YOU.

I WANT TO THANK KELLY, CHRIS, AND ANN FOR AN EXCELLENT PRESENTATION TODAY.

AND I WANT TO THANK ALL OF YOU FOR BEING WITH US.

PLEASE BE IN TOUCH IF YOU NEED ANYTHING FROM US.

ANN, CHRIS AND KELLY, IF YOU COULD HOLD THE LINE THAT WOULD BE GREAT.

EVERY ONE ELSE, HAVE A WONDERFUL AFTERNOON.

BYE-BYE

>> THIS INCLUDES TODAY'S TELECONFERENCE.

YOU MAY NOW DISCONNECT YOUR LINE AT THIS TIME.