

IL-NET

CIL-NET · SILC-NET

Using Consumer Satisfaction Information for Planning Part 1: Gathering Information

September 9, 2013

3:00 – 4:30 PM EDT

Presenters:

Tonya Fambro

Ann McDaniel

Chris Camene

Anne Weeks

You will learn...

- 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.
- Strategies for effective collaboration between the SILC, CIL and DSU for creating a statewide annual report that aids in service improvement.

Overview of Missouri IL Outcomes model

Presented by:

*Tonya Fambro, Office of Adult Learning and
Rehabilitation Services, Jefferson City, MO*

History of Missouri IL Outcomes survey

- Collaborative effort between SILC, DSU, and CILs in 2004 to create survey tool
 - Used same survey for 7 years in order to compare results
- All 22 CILs participate as requirement for IL Grant
- Began online tool in 2009
 - Added follow-up questions on how services positively impacted
- Current survey includes questions from SPIL
- Use results for statewide distribution for
 - Needs assessment
 - Legislative update
- Individual CIL statistics are provided for each CIL's use

Missouri's IL Outcomes survey

Covers 15 program services – Four core, plus...

- Benefits Advisement
- Employment Advisement
- Home Modification
- Housing Referral or Assistance
- Personal Assistance Services (PAS)
- Technology or Adaptive Equipment
- Youth Services including Transition from School to Work or IL
- Emergency Assistance Services
- Institutional Diversion or Nursing Home Transition
- Transportation
- Training or Referral

Missouri's IL Outcomes survey, cont'd.

Additional questions are asked for fulfilling SPIL objectives:

- Voting Habits
- Veteran Status
- Medicaid Eligibility
- Emergency Preparedness

Requirements for IL Outcomes survey

- CILs contact consumers by phone or in person
- CILs must contact 20% of active IL caseload receiving services in current Federal Fiscal Year
- Deadline is November 15 of each year in order to have results for next Legislative session

Sample of Missouri survey tool questions

Information Questions

- Are you a United States Veteran?
 - yes
 - no
- Are you eligible for Missouri Medicaid?
 - yes
 - no

Voter Status

- Are you a registered voter?
 - yes
 - no

Sample of Missouri survey tool questions, cont'd.

Advocacy

- Did you receive any advocacy services?
 - yes
 - no
- Assistance and/or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.
 - yes
 - no

Sample of Missouri survey tool questions, cont'd. 2

Advocacy Follow-up

- What was your experience with the Advocacy services you received?
 - satisfied
 - somewhat satisfied
 - dissatisfied

If you choose somewhat satisfied or dissatisfied, please describe how the Advocacy service could have been better.

Sample of Missouri survey tool questions, cont'd. 3

- Did you gain knowledge, skill and/or independence from the Advocacy service?
 - yes
 - no

Advocacy Change

- Did this Advocacy service make a positive change in your life?
 - yes
 - no

If yes, what change did this Advocacy service make?

Statewide Report

- Posted online
- Individual CIL statistics sent back for each CIL use
- 704 Report Demographics used for informational purposes
- Compared to prior years to find trends
- Needs assessment

Statistical Information

- Total numbers of consumers served in MO-22 CILs
- Age of consumers served
- Gender
- Race & Ethnicity
- Disability
- Services requested
- Services received
- Goals set to increase independence in SLA
- Improved access to transportation, Health care, AT

Questions and Answers

Missouri Links and Contact Information

- Tammy McSorley
- Email: mo.silc@vr.dese.mo.gov
- Phone: (573) 526-7039
- Missouri SILC Webpage
<http://www.mosilc.org>
- 2012 IL Outcomes Report
- <http://www.mosilc.org/iloutcomes2012.pdf>

Overview of West Virginia model

Presented by:

Ann McDaniel, West Virginia SILC

The West Virginia Story Includes

- Experience measuring satisfaction of IL consumers
- Evolution of the process used over time
- How the data gathered is analyzed
- How the data is used by the SILC

History of Efforts in West Virginia

- DSU, CILs, and SILC all measured satisfaction separately and in different ways
- First combined effort included SRC and survey was sent to VR clients as well as IL consumers
- Refined combined effort
 - Includes DSU, CILs, and SILC
 - Surveys go out to all IL consumers from SILC
 - Data compiled and analyzed by outside consultant
 - Statewide report generated and shared
 - Individual CILs receive raw data from their consumers

How Tool was Developed

In an effort to eliminate duplication of effort

- DSU, CILs, and SILC met and developed the tool together
 - Agreement on what data to gather & questions to ask
- Tool was refined by outside consultant
- Tool was used for more than 3 years without any revisions to gather valid data over time
- Tool was then further refined by outside consultant and SILC
- Process continues to be refined

Survey Form – double sided single sheet

Front

- Explains who survey is coming from
- Explains why you are receiving the survey
- Requests optional demographics information
- Includes coding

Survey Form Back

- Includes Likert scale of 13 items of satisfaction
- Includes checklist of rights information provided
- Includes checklist of services received
- Includes open-ended questions:
 - **Did the CIL services help to make your life different?** ___ Yes ___ No ___ I Don't Know
If the services made a difference, please tell us how.
 - **What other services would you like the CIL to offer?**
 - **What could we do better?**

Refined Process

- Survey tool refined to include data requested by SILC
- Consultant conducting telephone survey with 50 person random sample evenly distributed by geographic area and by CIL
- Mail survey sent to remainder of IL consumers
- Follow-up survey sent to those who have not responded after 2 weeks

Coding of Surveys

All Surveys are coded by:

- CIL
- Status (open or closed)
- Program
- County

Surveys are also given a number in order to track who has responded and who needs a follow-up survey

Incentives to Respond

Several incentives have been tried over the years:

- A small calendar card for the year
- A ruler
- A tea bag (to have a cup of tea while doing survey)
- Chance to win an iPod Shuffle/mp3 player

Current Incentives:

- Tea Bag
- Gift Card

How Data is Compiled

- Responses are received by SILC
- All responses are sent, unopened, to outside consultant
- All responses are compiled by consultant
- Responses are sorted by CIL and raw data is shared with appropriate CIL
- Data is Analyzed and a statewide report is prepared

Coverage by County

- Surveys were conducted (by phone or mail) with consumers from 38 of the 55 counties in West Virginia. The following table lists the number of surveys sent and returned by county.
- Report includes data on the number and percentage of responses from each of the six “Districts” of the DSU

Type of Program

- Each of the surveys contained codes for the programs in which consumers participated.
 - 91 people in the *Community Living Services Program*
 - 29 people in the *Title VII-Part C* program
 - 6 *Family Support* participants
 - 5 were in the Employment Services program
 - 3 received *Title VII-Part B* services
 - 2 people received HUD services.

Type of Disability

Consumers were asked to indicate their disability:

<u>Type of Disability</u>	<u>Respondents</u>	<u>Percent</u>
Motor	53	45%
Other/Various	25	22%
Cardiac/Respiratory	13	11%
Cognitive	12	10%
Sensory	9	8%
Mental Health	5	4%
Total	117	100%

Validity of Data

- Current survey format was developed in 2003-2004, therefore, data for these items has been collected for several program years
- Response rate was 38%
- Responses included 50 telephone surveys
- Surveys provided to all CIL consumers annually

Variables Considered

- Open vs. Closed cases
- Consumers of different CILs
- Specific services received
- Impact of services

How is Data Used?

- Report is shared with DSU, CILs, & SILC
- CILs use the data to improve services and in developing work plans
- SILC & DSU use the data:
 - In SPIL development
 - To identify unmet needs
 - To identify trends

Our Plans from Here

- Continue to increase response rate
 - To improve validity of data
 - To provide analysis of data to each CIL
- Increase usefulness of data
 - In development of SPIL
 - In identifying need for new CILs
 - For CILs to improve services and address unmet needs

Questions and Answers

West Virginia Links and Contact Information

- Ann McDaniel
 - Email: ann.meadows@wvsilc.org
 - Phone: (304) 766-4624
 - <http://www.wvsilc.org>

Wrap Up and Evaluation

Please *click the link below* to complete your evaluation of this program:

<https://vovici.com/wsb.dll/s/12291g542c4>

SILC-NET Attribution

Support for development of this training was provided by the U.S. Department of Education, Rehabilitation Services Administration under grant number H132B120001. No official endorsement of the Department of Education should be inferred. Permission is granted for duplication of any portion of this PowerPoint presentation, providing that the following credit is given to the project: **Developed as part of the SILC-NET, a project of the IL-NET, an ILRU/NCIL/APRIL National Training and Technical Assistance Program.**