

IL-NET

CIL-NET · SILC-NET

Using Consumer Satisfaction Information for Planning Part 2: Implementing Improvements

September 12, 2013

3:00 – 4:30 PM EDT

Presenters:

Chris Camene

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Missouri 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
- Budget preparation

Annual Missouri IL Outcomes Survey FY 12

Did you receive any Advocacy services? Assistance and/or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled?

| Answer Options | Response Percent | Response Count |
|----------------|-------------------|----------------|
| Yes | 21.8 % | 807 |
| No | 78.2 % | 2902 |
| | answered question | 3709 |
| | skipped question | 362 |

Annual Missouri IL Outcomes Survey FY 12, cont'd.

What was your experience with the Advocacy services you received?

| Answer Options | Response Percent | Response Count |
|--------------------|-------------------|----------------|
| Satisfied | 95.7% | 779 |
| Somewhat Satisfied | 3.1% | 25 |
| Dissatisfied | 1.2% | 10 |
| | answered question | 814 |
| | skipped question | 3257 |

Missouri's IL Outcomes Survey, cont'd. 2

If you chose *Somewhat Satisfied* or *Dissatisfied*, please describe how the Advocacy service could have been better.

| | |
|--|------|
| Answered question | 34 |
| Skipped question | 4037 |
| 1. When I asked (spoke to a man) I did not feel what I got was appropriate and it was no help. | |
| 2. Sometimes you do not qualify for the service. | |
| 3. Jacob has problems in school and needed the advocate to help us with the IEP. | |
| 4. We needed staff to be more proactive in our problems with the school. | |
| 5. The state did not always allow what I think I really needed. | |

Missouri's IL Outcomes Survey, cont'd. 3

Did you gain knowledge, skill and/or Independence from the Advocacy service?

| Answer Options | Response Percent | Response Count |
|----------------|-------------------|----------------|
| Yes | 94.5 % | 769 |
| No | 5.5 % | 45 |
| | answered question | 814 |
| | skipped question | 3257 |

Missouri's IL Outcomes Survey, cont'd. 4

Did this Advocacy service make a positive change in your life?

| Answer Options | Response Percent | Response Count |
|----------------|-------------------|----------------|
| Yes | 91.6 % | 742 |
| No | 8.4 % | 68 |
| | answered question | 810 |
| | skipped question | 3261 |

IL Outcomes Survey, cont'd. 5

If Yes, what change did this Advocacy service make?

answered question 576

skipped question 3495

1. Back yard steps got cleaned up one Saturday.
2. Encouraged me to do better.
3. The CIL helped get Medicaid back.
4. Helped us, we are in the process of getting a ramp right now.
5. The CIL helped me get my retirement benefits I wasn't aware existed.
6. Gained experience about the legislative process.
7. Kept me from being homeless.

Paraquad's Outcome Survey—Advocacy

- Did you receive any Advocacy services? Assistance and/or representation in obtaining access to benefits, services, and programs to which a consumer may be entitled.

| | Response % | Response count |
|-----|------------|----------------|
| Yes | 29.7% | 113 |
| No | 70.3% | 288 |

answered question 381

skipped question 160

Paraquad's Outcome Survey—Advocacy, cont'd.

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

| | Response % | Response count |
|--------------------|-------------------|----------------|
| Satisfied | 82.1% | 105 |
| Somewhat Satisfied | 7.0% | 8 |
| Dissatisfied | 0.9% | 1 |
| | answered question | 114 |
| | skipped question | 417 |

CILs Utilization of IL Outcomes Survey

- Measure Outcomes for Quality Assurance
- Assess satisfaction
- Allows identification of areas for better education
- Sharing information with Board Of Directors
- Individual and Statewide Comparison
- Other supports needed
- Develop or enhance service delivery
- Educate staff

CILs Utilization of IL Outcomes Survey, cont'd.

- Develop needs assessment questions
- Educate legislatures
- Educate funders
- Newsletters and other publications

Missouri's Needs Assessment Survey Sample

From the list below please mark any services you believe are needed for persons with disabilities living in your community. Please mark the column that you believe best describes the service in your community.

Choices: **Widely available** **Somewhat available** **Not Available at all**

- Accessible Transportation
- Accessible Affordable Housing
- Adaptive Equipment
- PCA
- Ramps & Home Modifications
- Transition or Deinstitutionalization
- Emergency Assistance Funds
- Health Care Services
- Information & Referral
- Adaptive Telephone Equipment
- Recreational Services
- Children's Services
- Youth Services
- Prescription Assistance
- Disaster Preparedness
- Voting Accessibility
- Accessibility Compliance
- Independent Living Skills Training

Needs Assessment Survey, cont'd.

- Developed to assist with planning for SPIL
- CILs found it useful to meet requirements to conduct annual needs assessment
- SILC will show statewide data on annual basis

Questions and Answers

Missouri Links and Contact Information

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

West Virginia CIL Utilization

- Gathering Data
- Strategic Planning
- CIL Work Plan

Gathering Data

- Statewide Consumer Satisfaction Survey
- “Consumer Forums” or “Open Space”
- Comment Cards
- Consumer Outcome Feedback form

Statewide Consumer Satisfaction Survey

- Provide WVSILC with quarterly list of open and closed cases to receive statewide consumer satisfaction survey
- Consultant prepares survey report for entire CIL service area
- Consultant prepares survey report for individual centers

“Consumer Forums” or “Open Space”

- “Consumer Forums” or “Open Space” meetings conducted
- Data gathered from consumers, board members and interested stakeholders
- Raw data compiled and distributed to staff and board members as well as consumers

Comment Cards

- Comment cards available
 - at the centers
 - in the vans
- Consumers may complete at any time

Consumer Outcome Feedback form

- Form for completion by consumers after all classes and events
- Allows staff to know what consumers thought of class/event they just attended
- Gives consumers an opportunity to provide additional information about classes/events/ activities/training and/or concerns to staff

Strategic Planning

- Review Data
- Analyze Data
- Identify goals for improvement

Identify and Prioritize Strategic and Work Plan Goals and Objectives

- Staff and board members are given a list of raw data provided by stakeholders and prioritize based on resources available in order to accomplish goals and objectives.
- Resources can be personnel as well as funds available to accomplish an objective.
- Staff and board members review MTSTCIL portion of WVSILC Consumer Satisfaction survey in order to determine if there are areas that need to be addressed based on survey results.

10 Year Strategic Plan Goals

- 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 and resource development.
- Increase awareness of MTSTCIL's philosophy & programs.

CIL Work Plan

- Integrate strategic plan goals into work plan
- Develop outcomes & indicators for each goal
- Outcomes and indicators drive CIL activities

Goal #1—Grow to meet identified needs of our communities

- Outcome: People with disabilities are more independent
 - Indicator: Increased number & percentage of people with disabilities living in their chosen place & increased number and percentage of people with disabilities working
 - Activities:
 - Increase number of consumers served
 - Increase number of consumers in employment program
 - Conduct an Open House to survey consumer needs and wants

Goal #2 –Maintain the highest standards

- Outcome: People with Disabilities will participate in their communities to the extent they wish
 - Indicator: The increased number and percentage of people with disabilities who have an increased knowledge/awareness of community based services
 - Activities:
 - Increased participation in disability advocacy groups by consumers
 - Increase in community public presentations
 - Redefine the CAC's roles and responsibilities

Goal #3 –Obtain & retain strong base of human resources including staff, board, & volunteers

- Outcome: Staff, grantors, and program reviewers will have a clear picture of what is happening with each consumer and their progress
 - Indicator: Consumer service records (CSRs) reflect a 50% increase in case documentation and accuracy in all record retention required in CSRs
 - Indicator: Paper CSRs are filed accurately 90% of the time and all items are easily located in the proper areas
 - Activities:
 - Conduct training (again) on case documentation and its importance
 - Conduct training on filing in CSR
 - Review filing in CSRs and case notes in CILSuite

Goal #4 –Achieve and maintain financial responsibility and resource development

- Outcome: The Resource Development Department will increase the funding to the center through numerous fund raising and fees for service projects
 - Indicator: There will be a 50% increase in the dollars generated in FY 2012 through the Resource Development Department
 - Indicator: Secure 5 additional board members to assist with resource development
 - Activities:
 - Conduct Golf Scramble
 - Conduct Walk for Independence
 - Grant development for various activities and needed equipment

Goal #4, cont'd.

- Consultant Assessments (fee for service)
 - a. ADA Compliance
 - b. RYPAS
 - c. ADL Assessments
 - d. VA Rehab Engineering

Goal #5--Increase awareness of MTSTCIL's philosophy and programs

- Outcome: The schools will request MTSTCIL'S participation in students' IEP meetings and transition plans
 - Indicator: There will be a 25% increase in the number of IEP meetings attended by staff
 - Activities:
 - Staff will provide school staff with information on how MTSTCIL can assist students and parents with IEP development
 - Conduct advocacy classes for parents to prepare them for IEP development
 - Indicator: Staff will assist 10 students with transitioning from school to work and/or community
 - Activities:
 - Develop transitioning package to provide to schools to encourage MTSTCIL'S involvement in transitioning

Specific changes due to Outcome Feedback Forms, Satisfaction Surveys, and Consumers' & Stakeholders' Input

- Medical form completed during the Intake process was never updated and is now scheduled to be updated at least twice a year after a Consumer Forum brought up the need to keep current on medicines and doctors
- Independent Living Plan was streamlined and simplified
- New IL Skills Training modules have been developed based on consumer suggestions and need

Specific changes due to Outcome Feedback forms, Satisfaction Surveys, and Consumers' & Stakeholders' Input, cont'd.

- Existing modules were modified to meet consumer needs better, based on feedback on the Outcome Feedback forms
- Use of Outcome Feedback form was created in order to allow consumers to provide direct input on the types of training and/or events they received, concerns they may have, as well as what other events and/or training they would like to have provided as the centers
- Questions on the Outcome Feedback form were changed after feedback from consumers that the questions were too confusing as worded

Specific changes due to Outcome Feedback forms, Satisfaction Surveys, and Consumers' & Stakeholders' Input, cont'd. 2

- Employment program was created and later expanded based on requests from consumers to help them secure employment
- Lawsuit was filed against the City of Huntington regarding curb cuts based on surveys completed by consumer group
- Website was developed in order to reach people with disabilities in un-served areas of West Virginia
www.mtstcil.org

Questions and Answers

For More Information

- Chris Camene – ccamene@paraquad.org
- Anne Weeks – aoweeks@mtstcil.org

Wrap Up and Evaluation

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

<https://vovici.com/wsb.dll/s/12291g542c5>

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