

# IL-NET

CIL-NET · SILC-NET

## Quality Beyond Compliance: Taking Charge of Your CIL's True Potential

### How to Use CIL Software as a Quality Measurement Tool Group Activity

March 20, 2014

11:00 a.m. – 11:45 a.m.

*Presenter:*

Paula McElwee

# Are you using your software to its fullest?

- Most centers use CIL software for data collection necessary for the completion of 704 or other reports.
- Are you using the information to look at outcomes?
- Check with your provider – there are reports built into most of the systems that may be useful.

# Different types of outcomes

- Efficiency: Participants begin services in a timely manner. Measure: % of new participants initiate services within 7 days of intake. Goal: 70%.

Measures time or money.

- Effectiveness: Callers increase their knowledge of resources available through Paraquad. Measure: % of callers who state they found information provided to be useful. Goal 95%.

Measures program effectiveness for I & R

- Satisfaction

# Small group work

- Identify outcome measures that you want to apply to your center.
- Look at what NCIL is doing nationally.
- Consider efficiency.
- Consider effectiveness.
- Consider satisfaction.

# What will you do when you get home?

- Do you have a handle on how to take your center from compliance to quality?
- Are you taking charge of your CIL's true potential?

# For more information

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