

# IL-NET

CIL-NET · SILC-NET

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

### Using Consumer Satisfaction Feedback as a Quality Measurement Tool

March 20, 2014

9:15 a.m. – 10:00 p.m.

*Presenter:*

Anne Weeks

# Mountain State Centers for Independent Living (MTSTCIL)



**Centers for  
Independent Living**

- First Center for Independent Living in West Virginia; Huntington office opened October 1, 1981
- National competition for CIL grant awarded in 1988; opened Beckley office June 1, 1988

# Mountain State Centers for Independent Living (MTSTCIL), cont'd.

- In 1992 established the Foundation for Independent Living as a separate 501(c)(3) to serve as the fund raising arm of the centers
- Consider service area to be predominately rural. Huntington's population is 49,160 and Beckley's is 17,606.
- Other areas served are very rural

# Programs at MTSTCIL

- Title VII, Part C Core Services plus.....
- Community Living Services (Title VIIB and State IL funds)
- Kids ADA (Title VIIC)
- Fair Housing Education and Referral (City of Huntington)
- Employment Services Division
  - Service as well as resource development
  - In application process of becoming a Ticket to Work Employment Network (EN)

# Programs at FIL, cont'd.

- Resource Development
  - Fees for Service
  - ADA Compliance Surveys
  - Mountain State Computer and Network Solutions
  - Fund raising activities throughout the year

# MTSTCIL Process

- Gathering Data
- Strategic Planning
- CIL Work Plan

# Gathering Data

- Consumer Request/Outcome Feedback Form
- Comment Cards and Staff Access
- Quarterly Calendar Planning Meetings
- “Consumer Forums” or “Open Space”
- Statewide Consumer Satisfaction Survey

# Gathering Data: Consumer Request/Outcome Feedback Form

- RSA site review (from old Regional office) said they wanted to know:
  - What the consumer requested
  - Did they get what they requested?
  - Were they satisfied with the service received?



# Gathering Data: Consumer Request/Outcome Feedback Form, cont'd.

Items included on Request/Outcome Feedback Form:

- Consumer Name:
- DOB:
- Staff: (in charge of class or event)
- Date: (of class or event)

A copy of the full Consumer Request/Outcome Feedback form is available at

[http://wiki.ilru.net/index.php?title=Quality\\_Beyond\\_Compliance](http://wiki.ilru.net/index.php?title=Quality_Beyond_Compliance)

# Gathering Data: Consumer Request/Outcome Feedback Form, cont'd. 2

Questions included on Request/Outcome Feedback Form:

- You requested to attend: (class or event/activity)
- Did you accomplish what you wanted to today?  
Yes No
- Tell us about it
- What other classes, activities, or programs would you like to see at our center?
- Consumer Signature:

# Gathering Data: Consumer Request/Outcome Feedback Form, cont'd. 3

- 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

# Gathering Data: Comment Cards and Staff Access

- Comment cards available
  - at the centers
  - in the vans
- Consumers may complete at any time
- CEO reviews and shares with staff and board
- Staff Access: Consumers have access to all staff and feel comfortable sharing suggestions or concerns. Information is shared with staff.

# Gathering Data: Quarterly Calendar Planning Meetings

- Meetings are consumer driven, those who participate discuss what they would like to see on the calendars for the next 3 months.
- When consumers complain there is nothing on the calendar in which they are interested, they are encouraged to attend the calendar planning meeting so they can have input into what goes on the calendars.

# Data Gathering: Consumer Forums

- Easy to do
- Advertise via email blasts, consumer calendars, website, Facebook, flyers, email
- Take comments from those who show up
- Write down everything said
- Compile as raw data

# Gathering Data: “Open Space”

- More work, all day meeting
- Advertise the event through the same methods as Consumer Forums
- Stakeholders drive the meeting based on the theme for the day, there is no agenda
- The most important concerns of stakeholders will be addressed in breakout sessions because of self management
- All data gathered in sessions will be compiled as raw data

# Gathering Data: 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
- Cooperative effort of the WVSILC, WVCIL, and WVDRS



# Strategic Planning

- Review Data
- Analyze Data
- Identify goals for improvement

# Strategic Planning: Review

- 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
- Consumers are given a copy of the raw data in order for them to recognize that their comments have been included in the review of the data

# Strategic Planning: Analyze

- 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
- Identify and prioritize data collection in order to develop 10 year Strategic Plan

# Questions and Answers

# For More Information

- Anne Weeks – [aoweeks@mtstcil.org](mailto:aoweeks@mtstcil.org)  
304.525.3324
- [www.mtstcil.org](http://www.mtstcil.org)
- For latest West Virginia Consumer Satisfaction Survey:  
<http://www.wvsilc.org/MENU.htm>

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