**Value Added: Collecting IL Data for Statewide and Local CIL / SILC Impact**

Presenters: Rodney Craig, Steve Locke and Sara Grivetti

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>> This is Tim Fuchs with the nation council of   
independent living. Thanks for joining tontd. For our   
newest IL-NET. Value added collecting IL data for   
statewide and local CIL and SILC. We encourage you to   
sign up today and that's the audience we got. The ILNET   
is operated through a partnership among ILRU, NCIL and   
April, with support provided by RSA, ACL or somewhere   
between their two offices in Washington, D.C.. today's   
call is being recorded, as we always do, so that you can   
access the archive on ILRU's website. That's always   
ready, within 48 hours. Usually much, much sooner. So if   
you want to revisit the content or share it with a   
colleague you can. Of course we'll break several times   
during the call to take your questions. You can ask   
questions in a few different ways. If you're on the   
webinar, you can use the chat box. Type your question in   
the box underneath the list of attendees and hit enter.   
You can enter a comment or question at any time but we   
will wait until our breaks to address them. If you're   
logged into the CART screen you can ask your questions   
there in the chat locks and on the phone you can indicate   
star pound. I want to make sure that you also have the   
PowerPoint for today's call. The majority of you are on   
the webinar and that will display automatically. I'm   
going to go to the title slide now. You should see slide   
2. So you won't need to do anything. But if you were   
only on the phone, or if you're focused on the full screen   
of CART captions, you want to make sure to have the   
PowerPoint. It was sent in the e-mail with the connection   
instructions and if you don't have that handy you can   
e-mail me at tim@ ncil.org. At the end of today's call   
you'll see a link to the eval form. It's very short, easy   
to complete. It only takes a few moments and we would   
like to have your thoughts on today's call. If you're in   
a small group today, that's great. But we really do hope   
that each one of you listening today will fill one out.   
And, if you don't have time to do it, immediately after   
the call, you can always get the eval link in that same   
confirmation e-mail that you received. And one of you   
that's filled out an evaluation, will be cad by ILRU staff   
to receive an Amazon gift card. Take a few moments to   
fill it out and you might get the gift card. Well worth   
it.   
Okay. I want to move on from our housekeeping points to   
introducing our presenters for today. I really want to   
thank them for taking the time to prepare today's   
presentation and share their process for their state.   
They've really put a lot of time into developing this, so   
that you all could have this as a model for data   
collection and performance measurement. So thanks so   
much.   
We have Rodney Craig, he's the executive director of the   
Michigan SILC. He's the ED. Sara Grivetti is the CEO of   
disability network Michigan where she represents the   
collective voice of Michigan's network of CILs. And   
finally Steven Locke is the associate director of Michigan   
and has been there since 2006. Thank you for being with   
us. I'm going t turn it over in just a moment but first   
I'm going to review the objectives for today's call. As   
you all probably saw in the announcement, today, the   
things that we'll go over. And the things you'll learn.   
The importance of obtaining buy-in and commitment from all   
relevant stakeholders for increasing the success, how to   
incorporate and utilize standardized collection methods at   
the local CIL level. How to combine individual CIL data   
into a statewide database reporting tool, strategies for   
expanding CIL capacity. How to collect data impact   
funding. A methodology and best practices in developing a   
successful sta statewide data sharing program and how to   
apply a methodology stayedwide for sharing by CILs and   
partners. I'm going to go to Rodney.   
>> What we're going to talk about here is just kind of   
how in Michigan we developed our data protocols and how we   
developed a statewide database system to analyze and   
utilize our data. This was a process that took several   
years and a lot of different stakeholders were involved in   
this. But the statewide database system that we're using   
was a joint project between Michigan rehabilitation   
services, which is the DSU in the state of Michigan. The   
SILC office, disability network Michigan, and then all of   
the 15 centers for independent living in the state. All   
of these jointly sat down and looked at what they wanted   
with the database system and how they could accomplish   
this. And over a process we did develop this system.   
MRS, which is Michigan rehabilitation services agreed to   
purchase the database system and funded one person to   
provide administration to that database which at that time   
was myself. In exchange for that agreement to purchase   
the database licenses, the DSU required the use of a   
system in the statewide grant process. That was important   
to assure that all the centers were in agreement on using   
this in that they had a buy-in with that as well in the   
state grant process. As well, training was conducted at   
the local CILs by the database vendor. All the CILs,   
because of that grant requirement process, we utilize the   
net CIL database system. That's NETCIL. That is a   
database vendor that is available to all CILs, as well as   
the initial trainings that that database vendor conducted.   
Myself, and then others as we get more up to speed, are   
available to conduct on-site trainings and ensure data is   
being correctly entered. Steve who is also here with me   
will be doing part of this, does some of those trainings.   
I still do some of those trainings as well. And to ensure   
that this system stayed relevant, as you have staff   
turnover and other aspects, we still conduct monthly   
meetings, and that's led by CIL staff and involved   
representation from all the CILs. And usually the members   
of that group are more of the associate director or   
program management level, and that's people that are much   
closer to the day-to-day staff data entry and staff   
service provision. And that gets a much more accurate   
feedback of the information for that data group.   
And that data group discusses things such as training   
needs, quality control, is the data being entered   
correctly. Are we making sure that center one is entering   
data the same way center two is entering. It also   
provides a great CIL to CIL peer support system as well.   
So we get a lot of training ideas, a lot of ideas on   
things beyond data as well. The system we believe is   
effective because there's collaboration and communication   
between all parties involved as well. So I'm going to go   
ahead and advance to the next slide. This would be slide   
number 7. And this is going to talk about data collection   
methodology as well. So this starts off we created, we   
wanted to take a look at how we wanted to look at data,   
how we wanted to look at outcomes, how we wanted to be   
able to show CIL services in the state. Michigan   
understands we go beyond the federal reporting standards   
than we have in the 704 report. We go beyond that to look   
at a statewide outcome tracking model. Over the years the   
database group that we've been speaking of has produced an   
outcome method that we were able to use with the database   
developer to get implemented inside the database system   
itself. As well as CIL services also center around nine   
identified priority services, which are unique to Michigan   
CIL data collection module for CIL services.   
We also created a large pamphlet called telling our story   
with data, to standardized data collection in the state.   
That's about a 50-paged document that we utilize in our   
training as well as explaining our outcome methodology as   
well. I'm going to go ahead and advance the slide and   
we'll be on slide number 8.   
This methodology allows us in Michigan to comply with all   
our federal data collection standards that we're required   
to for 704 and in the rehab act, as well as allowing us to   
tell a very yuk neek story to our state as far as the   
outcomes and the services that we provide here. So I went   
ahead, I forwarded the slide. We're now on slide 9 as   
well. I'm going to have Steve kind of start to talk about   
how we've used this system at a local level, that's   
improved beyond just completion of a 704 report, that they   
do at the local level. So I'll turn this over to Steve at   
this portion.   
>> Thank you, Rodney. My name is Steve Locke. I've been   
with our agency for about 10 years and have been involved   
with the launching of this database system right out of   
the gate. The NETCIL database is a powerful database,   
it's Microsoft access based. We've had great fortune   
working with the developer to modify the database features   
to help us not only comply with federal reporting   
requirements, but also to tell our collective story at a   
statewide level. While not losing the unique stories at   
our local CIL and being able to capture the richness of   
what we're doing at a local level.   
So this database is very powerful on three different   
tiers. A federal level, a state level and local level.   
Front-end users enter individual services, goal   
information and also community activities into the   
database. It's very user friendly, and with a few button   
clicks and filling in information, we're able to collect   
very complex information while still keeping it easy for   
front-end users to navigate.   
Once the data is in there, a few button clicks and the   
system can produce your 704 report in Word format.   
You're also able to create projects, local projects within   
the database, that allow staff to log their time against   
those projects. Those projects can also be linked to the   
larger federal activities, community activities, for   
reporting on the 704 report.   
Staff are also able to allocate their time to various   
grant and funding sources within the database. This also   
allows staff to create time sheets and their personal   
activity reports right out of the NETCIL database. The   
database also has referral module in it so that you can   
record referrals that are coming into your agency as well   
as referrals that you're making outside of your agency.   
That's really important information for us at the state   
level, so we know how we're partnering with our   
collaborative partners and agencies across the state and   
where we can enhance those collaborative efforts.   
The database also allows us to track our progress as far   
as our annual work plans that we create. We are able to   
modify the database on the local level and still connect   
that with the higher state efforts and the federal efforts   
so that we can track and record our agency work plan   
efforts and outcomes and pull that information back out of   
the database.   
The meets assessment of community based upon our consumers   
is a new enhancement where we work with the software   
developer to put a drop-down in the consumer goal area so   
when our consumers are talking to us and talk about the   
various barriers they're facing out in the community with   
various systems and public accommodations, we can record   
what those barriers are and begin to get a better picture   
of what those needs are out in our communities and create   
our work plans that are focused on those systemic efforts.   
We're going to the next slide, number 10. The system also   
allows us to look at staff workloads and look at resources   
that are needed to serve more consumers. We're able to   
tell how many hours or how many consumers a staff member   
would be able to provide services to across the state when   
we look at the average number of hours and the average   
number of people that any particular staff member serves   
through the data that's extracted out of the system.   
We're also able to evaluate the effectiveness of our   
community services. We are able to produce billings for   
fee for services out of the system, and we're also able to   
track mileage within the system as well. So it's a very   
robust database. As Rodney was saying, collaboration was   
key to get this going here in Michigan. It really took   
the buy-in from the DSU, SILC and the CIL network to   
really make this work. To sit down and agree that this is   
what we're going to do and this is the power that we can   
harness with a collective voice.   
>> Okay. Great. Thanks.   
Here we are on slide 11, and this is our first opportunity   
for questions today. So we're going to go ahead and take   
a break to take your questions to start out. Just as a   
reminder. If you have a question and you're only on the   
teleconference, you can press star pound. If you are on   
the -- I shouldn't say only on the teleconference. If you   
refer and you're on the phone, hit star pound. If you   
want to type your question on the chat you can do that in   
the chat box. And of course on the CART chat you're   
welcome to do that as well. I have one question from the   
CART chat that we'll start with.   
So first of all, how much the vendor base charges to start   
up and is there an ongoing cost as well.   
>> I can answer that one. On the start-up charge, to be   
honest, that charge happened before I came to SILC. Sar   
may know a little bit on that one.   
>> My recollection it was 85 thousand dollars to purchase   
and the state DSU purchased it for the network. And the   
ongoing expenses are 16 thousand dollars a year which SILC   
covers that expense through our funding, they use   
innovation and expansion fund through SILC so it's ongoing   
expenses.   
>> TIM: Okay, great. Thank you. Similar question.   
Cheryl is wondering is that custom-built software for   
Michigan?   
>> I can speak to that one a little bit. The software is   
not custom built. It is through the database vendor   
NETCIL. It is the same version, I believe 18 other states   
are using it, roughly. We're able to -- my background is   
in computer science at the undergrad level. So a lot of   
the enhancements that we use in Michigan, I can actually   
write the code to it. And then Jim at NETCIL incorporates   
that into the product. So essentially the same product   
that we use in Michigan, if anyone is using the NETCIL   
database in their state, you are using the same version we   
are at that point.   
>> TIM: Okay, great.   
Again, if you want to ask a question, you can type it in   
the chat or press star-pound if you're on the phone.   
Next question comes from Karen. Who was wondering, she   
says she's curious to know whether Michigan has an ADRC   
system, and if so, can the CIL database provide   
information to them.   
>> I'm going to take the first part of the question and   
Rodney is going to take the second part. The answer is we   
do have 16 fully functioning ADRCs in Michigan. The   
future of those are in question due to the lack of state   
support with the ending of the federal grant. Rodney is   
going to answer the second part of the question.   
>> Before that federal grant, the ABRCs had to complete   
what is called a SART report, in Michigan they were   
required to. We did some pretty extensive query design   
based on some of the customized features that the CILs   
were using. So we were able to complete a great deal of   
that SART report from the database itself. It's to my   
understanding we're not completing that SART report any   
longer. But we have had the ability to provide data   
support to the legal CILs for their ADRC work that they're   
doing.   
>> TIM: Okay. Good. Let's see. Next question comes   
from Christina. What intermediate and long-term outcome   
data is or can be tracked in the system. And I believe   
we're going to talk about that a little bit later in the   
call, right?   
>> Some of the outcome data that we've used, we've come   
up with an outcome model in Michigan and I'll let Steve   
speak to this after me as well. And that is both a short   
and a long-term outcome model that's inside that. There   
are about 80 outcomes in total, maybe 85 to 90 outcomes in   
total, and they do look over what we call our priority   
areas, looking over things such as assistive technology,   
ongoing supports, employment, housing, relocation,   
recreation, transportation. And that there's both   
intermediate and long-term outcomes built into that model.   
So when the consumer is setting their goals and outcomes   
with the IL specialist, they're able to select those   
outcomes as well. If Steve had any more on that.   
>> Sure. This is Steve. NETCIL is set up to record all   
individual services for consumers and information and   
referrals. So within the individual service module, you   
are able to enter consumer goals and track the start date,   
the target end date and the finish date and whether or not   
those goals were completed, dropped or ongoing.   
In the work log module, you are able to enter in your   
community activities and associate any local projects that   
you create with those community activities, and you're   
able to track your progress, your staff progress, and any   
outcomes that are achieved through that module as well all   
of those outcomes are designed to be pulled into your   
federal 704 report that is designed by the NETCIL database   
itself. So yes you are able to track intermediate   
long-term and short-term outcomes in any way that you   
would like to design those in the system.   
>> TIM: Okay, good. Great. Thank you. All right. Next   
question comes from Anne-Marie who is wondering about the   
annual subscription fee. She's wondering if it covers   
individual CIL tech assistance and more broadly what does   
it cover.   
>> Sure, I can take that one. That yearly follow-up   
covers essentially the software licensing fee to operate   
the software. As well as that does cover individualized   
CIL tech assistance. That includes remote access from the   
database vendor, where they can work remotely if   
necessary, as well as they actually created us a   
specialized e-mail address, that if a CIL has a question   
or problem or even suggestion, they respond to that e-mail   
address and someone from the database vendor contacts them   
almost immediately on that. So it does cover essentially   
all the necessary things I would say to operate the system   
for that year.   
>> This is Steve. That 15,000 covers all of the CILs in   
Michigan. That is not per CIL. That is the entire cost   
for our entire network annually.   
>> TIM: All right, good. Thanks. Next question comes   
from I think it was Nanett. She's wondering what states   
are utilizing the NETCIL software. Rather than going   
through a list, is there a way to find that online or is   
there a way that you all could share that with me so I   
could share it with the attendees?   
>> I believe, Tim, it's on ED 2 C's website at ED2C.com.   
I can get that list for you and share it with you. It   
might make that easier than searching around the website.   
>> TIM: Sure. Okay. Great. If you can get that to me,   
I'll share it with them. So that if people are wondering   
if it's in their state or more likely a state nearby that   
they can ask about the experience that they can do that.   
That would be great. Thank you.   
All right. Mary is wondering, how many CILs are there in   
Michigan?   
>> We have 15 CILs in Michigan and they're all federally   
funded as part C centers.   
>> TIM: Okay, great. I don't see any more questions   
waiting. So I'm going to go ahead, don't worry we'll have   
a lot more Q and A later in the call. For now I'm going   
to go ahead to slide 12 and turn it back over to Rodney.   
>> Thank you, Tim. What I'm going to talk about is now   
the statewide database. We've kind of talked to this at a   
local area and the improvements and the things that we can   
do as a local. But what we've been able to do in   
Michigan, because of the collaboration, and the working   
together, is actually, since all centers are looking at   
data the exact same way, we can create a statewide   
database. All our centers are sharing that common data   
reporting and entry language. What we have is essentially   
software that we've written and created that merges all of   
the center data into one larger database. In the process   
of that, all identifiable information is removed. So for   
example, the names, phone numbers, addresses, those sort   
of things are removed. But what is left over is   
essentially how many people have been served in all the   
services and outcomes for those. And that's going to   
allow us to then look at services, CIL services as a state   
picture, as compared to the local picture. So I'm going   
to go ahead and advance to slide number 13. And what that   
allows us to do at a state level is take a truly ee   
valuative look at the program as a whole. It allows us to   
take a look at holes and services. It allow us to take   
things such as Google maps and take a look at the services   
in the statewide database and map them out on a map. And   
immediately if an area is unserved or underserved, it   
becomes a representation on that map that's very easy to   
see where those areas are. It allows us to tell extremely   
detailed outcome models, what type of outcomes are we   
seeing as a complete state? Are we seeing transportation   
outcomes? Where are those outcomes clustered? That helps   
us fuel some statewide thought process and legislative   
activities. It allows an accurate return on investment.   
Since we have all the CIL information, and I believe we   
did include the disability network Michigan annual report   
in the information that Tim sent out, the actual   
information for return on investment and things is fueled   
from these outcomes in statewide data that we've put   
together. As a SILC office, it allows for spill on state   
plan for independent living information. It allows us to   
take a look at where those unserved areas are. It allows   
us to take a look at areas of service, where are we need   
to make improvements on. If there's any specific goals in   
the SPIL that are service related, we can check the ee   
fetioncy and effectiveness with thoel goals as a statewide   
data piece. The legislative data reports, the report   
that -- we provide statewide reports as an entity to that   
report. It allows us the way some of our state plan is   
written, it allows us to take a look at the effectiveness   
of statewide partnerships. Referral levels, what is   
happening between CILs and other statewide agencies, how   
is that unfolding. It gives us some very advanced metrics   
on services. Some very interesting questions we can start   
to answer, things such as if we want to add, as a state,   
an extra 100 consumers this year, what are the type of   
employees we are going to need to make that addition? It   
allows us to take a much closer look at some effectiveness   
in those type of areas.   
We also have, through our Michigan SILC office, a   
think-tank data support. So our thank-tank is a   
combination of CIL, SILC council members, academics and   
others that take a look at some very specific issues and   
were able to provide some very specific CIL data support   
to that think tank as well.   
So I'm just going to forward here to slide number 14. It   
also allows, at both the local and the state level,   
strategic planning. Which is based upon actual data.   
They're not estimates. It's based upon very specific   
data. This allows a local CIL director to take a look at   
not only what's happening locally, but what's happening   
statewide and to be able to make decisions based upon   
measurable data, as well as at the SILC level, it allows   
us to take a look at data trends, and take -- as I said   
earlier, a much more detailed look at served and unserved   
areas for the SPIL development.   
And I'm going to go ahead and go to slide number 15, which   
is a question slide. But I can add one other thing, Tim,   
to it. Is that before we do questions, is that as a   
statewide picture, we really, each year, unfold more that   
we can do with this. And as the data set has grown larger   
over the last probably four to five years, there's more   
data in that database that's essentially we can ask   
questions of. We can begin to ask questions like what is   
an average caseload and what does it look like statewide.   
And then base some information off those things. What   
does it take to, on an average, complete an outcome. What   
does that look like as far as staff resources. What does   
that look like as far as hours with a consumer. And each   
consumer is different, but since there's the larger the   
database structure is, the more accurate that information   
gets. So it's a really unique way of taking a look at   
statewide information. And each month at our data   
meetings we also take a look at a dashboard metric to see   
where we're at in our services as well as our quality   
control in ensuring that we are entering the data in a   
quality method. So what we're getting out of the database   
is accurate. So that's kind of just an overview of the   
statewide system up to slide 15, which is the question   
slide, Tim.   
>> TIM: Okay. Great. Thanks, Rodney. So just as a   
reminder, you can press star-pound if you're on the phone,   
or type your question in the chat. This was a shorter   
section, so if we don't have questions, that's fine. But   
I'll give you about 30 seconds to type out any questions   
you might have. The first question comes from Natne and   
she's asking when did Michigan embark on this data   
collection and analysis center?   
>> There was about a two-year window. It primarily   
started in about 2007. I think everybody was on board and   
accurate at about the 2008 level. Usually if we go back   
and look at trending data, we go back to 2008 is as far   
back as we'll go.   
>> TIM: Okay, good. Thanks. You can enter your question   
in the chat or press star-pound. We'll wait about 15   
seconds to see if any questions are all in. Here's a   
timely question. Anne-Marie is wondering what you're   
going to do with the changes that ACL will make. So how   
are you all planning for this transition right now?   
>> Yeah. Primarily the database vendor is going to be   
responsible for a great deal of those changes. We're   
waiting, like everyone else, for a lot of the rules to   
come down so we can make some more specific decisions on   
that. But some specifics, like if, for example, the 704   
changed a great deal, that would be the requirement of the   
database vendor at NETCIL to make those changes in the 704   
report. We were able, kind of as a sidebar to that, when   
the request did come down for information on youth   
services on the 704 report, that had been one of our   
outcomes that we were tracking. So our CILs in Michigan   
were very -- when that request came down, it was very easy   
to fulfill. We were just able to write a very quick query   
and get all that information. So we have a lot of   
flexibility in this system, but as far as a lot of the   
specific changes that ACL may require, a lot of that is   
going to fall on the database vendor.   
>> TIM: Sure, okay. Thanks. I see at least one person   
typing so I'll wait just a moment before we move on.   
Next question comes from Cheryl. Cheryl is wondering can   
the CIL at the local level make changes to the database,   
such as adding needed fields for other funding sources?   
What about reports, could they write their own reports?   
How customizable is this for local centers that have   
specific differences like that?   
>> This is Steve. The database is very customizable.   
You can put in your own grant, sources, funding sources.   
Programs that are unique to your agency. There are what   
we call free-form fields. There are mode fiiable   
drop-down fields that you are able to modify to tell the   
unique story of your center. There are fields in the   
database that are not modifiable because they're reserved   
for our state language. There are fields that are   
reserved for the federal reporting that are not   
modifiable. But EDC has put in those modifiable fields as   
well as free-form fields that allow you to create the   
story of your own center, while still capturing the state   
and federal story at the same time.   
>> TIM: Okay, good. Thanks, Steve. And again, I'm going   
to wait a few more seconds because I see a few more people   
typing. Sandra is wondering if you track SPIL outcomes   
with the database.   
>> Yes, we do. There are some SPIL outcomes that are   
specific to data numbers and we do trace those with the   
database, as well as we do a report on CIL -- or IL   
services. We also combined in the older blind IL numbers   
into that database at the SILC level as well. So we add   
that into our SPIL reporting process.   
>> TIM: Okay, good. Thank you. Cheryl is wondering if   
there's a limit on the number of fields that can be added.   
Same question about reports. So are the number of fields   
that centers can add and the reports they can do? Does   
that limit it in any way.   
>> This is Steve. There are a lot of fields within the   
database that are modifiable. Some fields you can select   
more than one option in that drop-down. For example, you   
can associate people with multiple keywords. So that you   
can pull groups of people out of the database, based on   
keyword associations. There are probably 20 different   
reports that are what we call canned reports that come   
with the database. There are other modules that   
communicate with the database that have really powerful   
reports built right into them. You can also write your   
own queries. Because at the end of the day, this is a   
Microsoft access database and you can go into the table   
area and the query able but it comes with a lot of canned   
queries and you can also write your own queries to pull   
out data in a way that is meaningful to you.   
>> TIM: Okay, good. And then Cheryl is wondering about   
backup and maintenance. Is data maintained on the web and   
backed up that way, or is it done locally and then centers   
have to do their own backups for the data.   
>> I can that one, Tim. On Cheryl, she had something   
about reports as well. You can create your own custom   
reports as well with the system. So there are built-in   
reports such as for time sheets, staff performance,   
quality control reports that are built right into the   
system. As well as you can also create your own as well   
with that. NETCIL currently, it can work one of two ways.   
You can keep it locally on a server at your center. And   
then in the process of the installation they create an   
automatic backup for that that's off-site in case   
something happened on-site. There's also an option to do   
it on a web-based platform that would reside, for the   
technical inclined, on an Amazon server to make that web   
base that you as a center would have control over as well   
as the backup procedure for that.   
>> TIM: Okay, good. Thanks.   
That's the end of the questions, I think, for this   
section. And we will have another Q & A break at the end.   
For now I'm going to go to slide 16 and turn it over to   
Sara.   
>> Good afternoon everybody. My name is Sara Grivetti   
and I'm the CEO of disability network of Michigan. I'm   
also a former executive director of the CIL and I've been   
around this network off and on for about 15 years now.   
So my role with the network as I said is to run the   
association and our primary priorities are to expand   
resources for the network and to build relationships with   
state-level policy makers and state departments.   
So the data we collect gives us, as a network, enhanced   
credibility. Because we're speaking from a place of   
authority with numbers that can back up the work. So when   
you have a solid relationship with decision makers around   
funding, and you have a high level of credibility, your   
likelihood of increasing financial resources is much   
stronger.   
So the data that we collect has allowed us to do things   
like develop and analyze pilot projects. So we've been   
able to use the data to be able to demonstrate need with   
our legislature, and it's easier to get seed money for   
pilot projects to test out innovative concepts before we   
get it built into a permanent funding source. But the   
data allows us to make a real solid case for support. And   
the last couple of years we've gotten $1.5 million for an   
independent living guide pilot project and $300,000 for an   
accessibility pilot project. It also allows me to write   
the legislative reports on the effectiveness of our work   
and the return on investment. And so with an increased   
level of funding that we've been getting over the last   
several years, the level of accountability has increased   
drastically. So every year when I have to sit down with   
members of the appropriations committees within our   
legislature, I have to show them our performance outcomes.   
And I have to make a strong case for support to maintain   
that funding.   
The other thing that's been real exciting, actually in the   
last year, is we've developed a dashboard. So the   
dashboard metrics for quick analysis of the trends allows   
us to look at some current service trends. One thing that   
this dashboard does effectively is it gives the CIL   
correctors on a monthly -- directors on a monthly bases an   
at a glance view on data quality, return on investment and   
achievement outcomes. This is compiled data across the   
network, but each CIL, as Steve mentioned, can write these   
reports or have these reports available for themselves   
locally. But the dashboard has been a really effective   
tool. So could you go to slide 17, please?   
So we also have the flexibility to answer specific   
questions posed by legislators with a very short   
turnaround time. There's been times where I've gotten a   
phone call or the SILC has gotten a phone call and there's   
a piece of legislation that somebody wants to pass and   
they need data to help substantiate their position. And   
the nice thing about the database is, with Rodney's   
support, is I can get that data pretty quickly. Versus   
having to go to all 15 CILs and asking them to run me the   
report. Because Rodney has the ability at SILC to compile   
all the data and give me all the information I need.   
So what it's done is given us a stronger voice with state   
policymaking. And it allows us also to pull some data   
that will be able to help us develop policy position   
statements, and give public testimony at many of the   
hearings that we have with the legislature.   
Slide 18, please?   
So the next three slides, which I'll tell you when I'm   
turning slides, I'll read through these. And the purpose   
of them is to really give you an idea of the breadth of   
the state agencies we've worked with and we've built   
credibility with as a result of the data that we use and   
how we use that in building relationships.   
So on slide 18, we have a newly formed department of   
health and human services. Combined our department of   
community health with our department of human services to   
create a mega department. And the agencies that we work   
with within this department is our voe kational   
rehabilitation agency, regarding employment. So that   
would be Michigan rehabilitation services, they're also   
our state designated entity.   
We are -- partnered adjudicated youth program. We've   
partnered and really were a strong voice to get Medicaid   
expansion passed in Michigan and this is called healthy   
Michigan in our state.   
We partner or we work with the adult home help program,   
because we have a very robust nursing home transition   
program in Michigan. So all centers for independent   
living have contracts with this department to do nursing   
home transition and partner with their Medicaid waiver   
agencies to provide those services.   
Also in this department is our behavioral health, mental   
health services. And emergency preparation or   
preparedness. So we work pretty closely on several fronts   
with this department.   
Moving on, we have the office of services to the aging.   
This is where our aging and disability resource   
collaboratives are housed with the state leadership there.   
We also have the long-term services and supports   
policymaking and they currently are in a year one of a no   
wrong door trons formation project. I think 25 states are   
part of that.   
If I could move on to slide 19?   
We work closely with the Michigan department of civil   
rights. Namely with the state ADA compliance office. And   
consult with them on accessibility and the state   
government.   
We work with the Department of Corrections transitioning   
offenders back into the community and we also have a new   
program in Michigan called swift and sure program which   
partners with the court system to help individuals access   
housing, employment, and be able to live independently in   
lieu of going to a correctional facility.   
We work on accessible voting, access to accessible   
materials with our Michigan secretary of state. We most   
recently had a great advocacy success story around   
accessible materials for an individual with a learning   
disability that needed to take a driver's license test,   
and we were able to work with them on alternative formats   
and now that's a statewide program.   
Moving on to page 20.   
So the licensing and regulatory affairs department is   
where we have a separate blind VR agency in Michigan. So   
it's the bureau of services for blind persons. And   
neuroing home and group home regulations and policy. We   
do advocacy with that agency.   
Department of natural resources, accessible recreation in   
Michigan. Housing development authority, and the   
department of education, working on special education   
policy and early childhood intervention programs.   
We know that was an exhaustive list, and I just want to   
give you a sense of the breadth of state level   
relationships we've built over the last several years.   
And if we didn't have the data to really support our   
positions, we wouldn't have the level of credibility that   
we currently have.   
So if you could move on to slide 21.   
So in Michigan, we have pretty significant support from   
the Michigan legislature. So Michigan currently has a   
state appropriation of $6.5 million, that is given to the   
department of human services Michigan rehabilitation   
services and they subgrant that out to the centers for   
independent living in Michigan. And as we said, the data   
allows us to make that strong return on investment. And   
we measure that through our employment services and our   
nursing home transition program. And then we are moving   
into next fiscal year, to year 3 of our independent living   
guide pilot project, which has a specific focus on   
measuring economic self-sufficiency.   
But the most essential tool that we have is the   
relationships we've developed. And like I said, the data   
enhances our credibility. And I want to give you an   
example of how these relationships -- and it takes years   
to build them. And it takes a constant nurturing of these   
relationships, to allow things to happen successfully as   
they have.   
So when the fiscal year 2016 budget came out, which we're   
praying our governor signs today, our line item has gone   
from $6.5 million to $12 million. That's a substantial   
increase. But we accomplish that through the   
relationships with the legislature, the relationships with   
our designated state entity, Michigan rehabilitation   
services and a dose of innovation.   
So I wanted to quickly explain to you what we did. Is we   
took our -- a portion of our state funding, which is   
general fund, general purpose dollars which is eligible   
for federal match, and we moved that money, we moved   
$1.5 million into Michigan rehabilitation services's   
budget which allows them to draw down more title 1 funds   
and the tune of the total pot will be around $7 million.   
And that money will be granted back to the centers for   
independent living for innovation and expansion activities   
to support the changes in WIOA regarding transportation   
services. So those partnerships that we've established   
have led to this type of opportunity. It game a win-win   
opportunity because what we're allowing our state entity   
to do is to keep a portion of the funds to support some of   
their programming with the majority going back to the   
centers for independent living to support programs that   
our DSU has to implement.   
So I think it's a pretty exciting time for us in Michigan.   
But I want to emphasize it's taken a lot of years to where   
we've gotten with the data and it's taken a very focused   
effort on relationship building and nurturing   
relationships over the last several years to get us where   
we are.   
I think the next slide is questions.   
>> TIM: That's right. Great. So I know you all know by   
now, but I promised to remind everyone. If you have a   
question on the phone, you can press star-pound or you can   
type it in either one of the chat boxes. And aside from   
some wrap-up, this is our final Q & A. Don't be shy.   
We've got plenty of time we've left for questions today   
and we want to know what we can answer for you all. I'll   
give you 30 seconds while you all type out your questions.   
Again, you can press star-pound on the phone or type your   
question in the chat.   
It looks like we've got a question on the tele conference   
today. You can go ahead.   
>> Hi. We're with Arizona the SILC. My question has to   
do with you talked about being the subgrant for the   
allocation to the CILs. Does each CIL write a separate   
grant or you all get together and determine the amount of   
money and that's submitted as one or how is the allocation   
to each CIL determined from that state allocation?   
>> Well, hi Arizona CIL. It's a pleasure to talk to you   
guys. So the grant is essentially an individual grant to   
each organization with their own work plan that supports   
their community needs. The funding is distributed   
according to a funding distribution model as defined in   
our state plan for independent living that looks at   
population, square miles that a CIL serves and the poverty   
rate for that area. And the money is distributed   
accordingly.   
>> Okay, thank you.   
>> Thank you.   
>> Really quick --   
>> If you want to hit star-pound again. We'll get you   
back on the line. Sorry that we cut you off.   
>> Sorry about that. We were wondering if there was a   
limited number of users or if there's an unlimited number   
of users for the NETCIL for each CIL that's covered in   
that 16,000 a year fee licensing.   
>> This is Rodney. I can kind of answer that. You can   
enter as many individual users as essentially you would   
like, or need to like, need to enter. The kind of the   
limit as simultaneous is 25 simultaneous. So that would   
be 25 people on the database at that exact moment. You   
know, you could have let's say 50 users but only 25 of   
them would able to be accessing the database at that   
specific moment.   
>> Per CIL?   
>> That would be per CIL, correct.   
>> Okay, thank you.   
>> TIM: Great, thanks.   
We've got plenty of time for questions. I see a few   
people typing. We'll wait to see if any more questions   
come in.   
Next question comes from Nantanee, she's wonlderring does   
Michigan's funding formula model use any data from your   
NETCIL data?   
>> No. It uses the census data and the American   
community survey data.   
>> TIM: Okay, great. And Cheryl is wondering if the   
database is accessible to screen readers.   
>> Yes. We have users in Michigan that use both JAWS and   
window eyes with the system. And it has proven   
accessible. Like any piece of software, there's usually   
little problems that come up here and there, but it has   
been accessible and we've been able to actually identify   
with freedom scientific some issues with jaws itself and   
how jaws interacts with Microsoft Office. It's actually   
improved jaws based upon our interaction with the database   
system.   
>> TIM: Interesting. Okay. Thanks.   
So again, you can press star-pound or type your question   
out.   
While I'm waiting for the next question, I'll just --   
excuse me, we do have a few more slides here. I'm sorry.   
I was thinking this was our last one. Let's see. There's   
someone typing. Let me just see if any questions come in   
and we'll go ahead to those next few slides. Sorry, I   
misspoke, folks.   
Okay. Sandra is wondering, are the monthly data meetings   
mandatory for the CILs to participate in.   
>> No. They're voluntary at this moment but in two days   
that might change. The IL directors have an annual   
retreat starting tomorrow and they're going to look at   
some mandatory participation. More of a symbolic   
commitment to that group. But my understanding is pretty   
much all of them participate already and some CILs send   
multiple people to the meeting, multiple employees.   
>> TIM: Okay, great.   
>> I would add to that. On average at the meeting of the   
15 CILs, we would have representatives from usually about   
13 of them. Sometimes there's scheduling issues and   
things that come around. But it has been a very well   
attended process.   
>> TIM: Okay, good.   
Lorraine was wondering about that initial $85,000 purchase   
cost that you mentioned. She's wondering if that was   
divided per center or is the cost $85,000 per center or is   
it divided among the centers in the state? That was just   
a one-time cost. Can you just remind the audience of how   
you all paid for that in Michigan?   
>> Yes. That was a one-time cost and it covered all 15   
CILs so it was a lump-sum payment. That was paid for by   
the designated state entity Michigan rehabilitation   
services through an innovation and expansion grant to the   
statewide independent living council. Keep in mind that   
was in 2006, and I'm sure that due to inflation that cost   
may increase over the last 9, 10 years, but it was paid   
for through an INE grant.   
>> TIM: All right. Thanks Sara. And Cheryl is wondering   
if that same cost covered converting data from another   
database.   
>> Yes, it did. There were several CILs that had to have   
data converted and that was part of the original contract.   
>> Okay. Sorry for the false end to the webinar. I   
shouldn't have left our next two slides hanging like that.   
So I'm going to go ahead to slide 23 and let you all   
continue and we will have another Q & A break before we   
end.   
>> I can go through this fairly quickly. I know we're   
pushing on the time limit. But this is portion here on   
slide, it looks like 23, this is just kind of some best   
practices that we've discovered over the years that we've   
been doing this. And just kind of how we've been able to   
keep this an effective system. And it involves primarily   
around collaboration. We have to be communicating, all   
partners need to see a benefit to this from both the   
designated state entity aspect, the local CILs and the   
SILC. Everyone needs to see a benefit and collaborate on   
what those benefits are. You also have to have a constant   
reevaluation and improvement process. We do that through   
our work groups. Or asking questions of the data, what   
can we do to make this better. We don't try and stay   
static. It's constantly reevaluating. Reevaluating.   
What works, what isn't working. How do we make this   
easier for frontline staff. Not being able to say, afraid   
to say is this actually effective, is this worth the time,   
and so forth. So consistently asking those questions of   
everyone involved.   
As well as kind of CIL to CIL peer support. Steve could   
probably talk to this a little bit, but we're constantly   
taking questions among each other. How did you guys at   
this center do this. And how did you do that. And how   
did this work for you. Do you need some specific queries   
for some other information. We constantly have those   
communications as well as training for new staff. We're   
always looking at ways that we can train to make this more   
effective. We understand that each center has new staff   
and how do we incorporate the new staff. And more so, how   
do we get frontline staff to understand what they're   
entering is important. So they buy into this system. And   
we do that through showing them the reports and showing   
them the statewide data. And where their entries end up   
in a 704 report. So they know when they're entering data   
that it's not just some blah requirement, that it's   
actually important for the future of their position, but   
the future of their center and the future of the network   
as a whole. So we've had a good luck in designing our   
trainings around that concept. And I'll go ahead and   
change to slide 24.   
The other two aspects kind of go together, and that's   
trust. This took a while to develop. We had to have that   
trust between the DSC, in or case Michigan rehabilitation   
services, all the local CILs and the SILC office, that   
trust has been the single largest factor in the success of   
the database. We trust that no entity here is looking to   
do something that the other entity may not agree with or   
may not be comfortable with. All involved understand that   
it's all in our best interest. When we take a look at   
statewide data, we look at it as strictly as a state   
picture. We do not look at our state data to compare one   
CIL to another. That is something we would not do with   
the statewide data. And that falls into some of our MOUs,   
memorandums of understandings, as to how we look at the   
data, and how the framework for any data that's collected   
would be dispersed. Allowing each individual CIL to see   
that data before it's released out anywhere else. It's an   
important part of the trust that we've developed with that   
system.   
So going to slide 25, Tim. That's primarily it, is some   
of the things that we saw and how we've kind of built this   
system over the years.   
>> Perfect. Thanks so much. As promised this one really   
now, I promised, I double-checked this time. It really is   
our final Q & A and we welcome your questions. We have   
plenty of time so let us know what you would like to know.   
And while you think about or type your questions out,   
I'll, before we break today, I'll describe the process   
going forward so that you have questions that come up, as   
you think this through, in a few hours or a few months,   
you know where to send them. And again, if you're on the   
found -- phone, it's star-pound to ask a question.   
I don't see anyone typing and there's no one on the phone.   
And you all have done a great job -- our audience has done   
a great job of asking questions throughout and you all   
have done a great job of responding. So what I'm going to   
do now is I'll begin the wrap-up. But if you have a   
question, don't be shy. We've got plenty of time left.   
And, so, I'll make sure to address them before we break.   
I'm going to go ahead to slide 26 here where Rodney, Sara   
and Steve have been kind enough to provide their contact   
information. And I would like to add my own too as a   
reminder. My e-mail is simple, it's just tim@ncil.org.   
That way if you don't have a PowerPoint handy, you're   
welcome to send the questions to me and I'll make sure   
that if it's related to the content, that I'll share it   
with Rodney, Sara and Steve to get an answer for you.   
And, okay.   
Here's another question. While I've been talking from the   
folks at TARP. They're wondering, how many CILs and in   
home states are using the system at this time.   
So I think Steve earlier you said there's 18 states   
currently using this system. Any idea how many centers   
across those 18 states are using this?   
>> This is Rodney. I don't know, but I can get you that   
answer. The database developer would share that with me   
and I can get that back to you.   
>> TIM: Okay, great.   
>> This is Steve. If someone would want to go to the   
developer's website, they'll see in the documentation area   
that they have modified the database and created user   
guides specifically for the states of Michigan, New York   
and California.   
>> Okay, good.   
Our next question comes from Eleanor who is wondering if   
consumers can access the data collected in order to   
evaluate the effectiveness of their CIL and CILs   
statewide. How do consumers participate in the system.   
>> That's a super question and I'm not sure I have a 100   
% accurate answer for you. However I do believe that most   
CILs will use their data and put out an annual report to   
their communities regarding their effectiveness of   
services and the satisfaction of their services. And I   
know, at least in my experience of working with the CIL in   
Michigan, consumers were able to look at their records any   
time they wanted to. So they had full access to those   
records. So I'm not sure if that satisfies your question.   
I don't know across Michigan how many CILs approach it   
that way, but I know at disability network Michigan that's   
how we did while I was here.   
>> This is Steve. We do grant access, as Sara described.   
We also have consumer meetings where we create dashboards   
of data and we present those to our consumers in those   
meetings for them to review and to get their feedback on   
that.   
>> Okay, thanks. Let me just check the other chat. All   
right. I'm going to go ahead to slide 27.   
Here's that evaluation form that I mentioned. And like I   
said, it only takes a minute to fill out. So please do   
that so we know what you think of today's call. And if   
you're participating in a small group, that's great. I   
#40e7 each of you will feel these out. We take these   
seriously as we plan the rest of our events. And as   
always, picking a number is good. But we really do like   
your written comments. It provides a lot of context and   
information for us.   
Okay. So I hope you all will follow up with us. If you   
have any questions going forward, like I said on slide 26,   
you have the contact information for the presenters and   
you're welcome to reach out to me as well. As I said at   
the beginning of the call, Sara, Rodney and Steve have   
taken a lot of time, not just for this webinar, but at   
other conferences as well to share across the nation and I   
want to thank them for presenting with us today. And I   
want to thank all of you for taking time out of your day   
to join us. Don't forget the archive of this wab nature   
will be available on the ILRU website. If you want to go   
back and revisit it or share it with colleagues or our   
CILs in your state or your SILC, you can do that. So take   
advantage of that.   
With that, I think we'll close today's call. Thanks to   
all of you. Have a wonderful afternoon. Bye.

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