# **Compiled Annual Performance Outcome Reports**

# **of CCDDB & CCMHB I/DD Funded Programs for Contract Year 2017**

CTF Illinois

**Advocacy Center** - $75, 000

**Nursing** - $6,000

Champaign County Down Syndrome Network

 **CC Down Syndrome Network** - $15,000

Champaign County Regional Planning Commission Community Services

 **Decision Support Person for CCDDB -** $48,622

Champaign County Regional Planning Commission Head Start

**Social-Emotional Disabilities Services** - $55,645 (CCMHB funded)

Community Choices

 **Community Living** - $63,000 (CCMHB funded)

**Customized Employment** - $70,000

 **Self-Determination Support** - $70,000 (CCMHB funded)

Developmental Services Center

**Apartment Services -** $417,341

**Clinical Services -** $178,986

**Community Employment -** $229,484

**Connections -** $87,550

**Employment First** - $80,000

**Family Development Center -** $562,280

**Individual and Family Support** **-** $387,428 (CCMHB funded)

**Integrated and Site-based Services – Community First -** $905,441

**Service Coordination -** $410,838

Illinois Association of Microboards

 **IAMC Building Inclusive Communities -** $64,278

Individual Advocacy Group

**CILA Expansion** - $50,000 CCDDB & $50,000 CCMHB

*Although this agreement does not require performance reports from the provider, a brief report is included.*

PACE

 **Opportunities for Independence -** $40,546

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 **Coordination of Services – DD/MI -** $32,903

United Cerebral Palsy

 **Vocational Services -** $86,475

  **CCDDB Performance Measure Outcomes (4th Quarter) FY17**

Due: August 25, 2017

**CHAMPAIGN ADVOCACY CENTER**

CTF ILLINOIS Advocacy Center in Champaign provides services to individuals with developmental disabilities who wish to learn about and develop skills within the field of advocacy. More specifically, we will look for individuals who are interested in providing leadership, training, and advocacy for self and other individuals with developmental disabilities.

As you are aware, the initial CCDDB application/proposal was approved with modifications in the cost area of the building lease. CTF ILLINOIS met withLynn Canfield on June 9th to discuss these revisions, as well as to sign off on the final allocated funding. Upon approval, our search for the location of the Advocacy Center began. The perfect location that was within budget was found at 2009 Round Barn in Champaign; however renovations were required to meet our needs. Due to the construction needs and obtaining the required permits, the lease for the Advocacy Center did not begin until September 9, 2017. At that time we were able to start making purchases for furniture and supplies for the program, as well as work towards getting our Office of State Fire Marshal and DHS approval. In addition of getting the physical space ready, we also were searching for a qualified candidate for the coordinator position. Kyla Chantos was hired, and she has completed multiple required trainings, including the mandatory DHS DSP and QIDP training, and CQL Personal Outcomes Measures. Kyla has spent time at our Charleston Advocacy Program observing, learning and participating in the Advocacy schedule, programming and events with those attendees. She also started attending community meetings (listed below) to promote the new Advocacy program and create outreach to the community at large.

**Goal 1:** **CTF ILLINOIS Advocacy Center** **will have 10 individuals (TCP) with developmental disabilities participating in the program by the end of the first fiscal year that will learn to raise their voices as advocates throughout Champaign County while exploring various issues related to services for individuals with developmental disabilities.**

Outcome:

* Lease signed September 9, 2017.
* The site was approved by the Office of State Fire Marshal in December of 2016.
* DHS approved in January 2017.
* Our 1st participate started February 14, 2017.
* Open house scheduled for March 6, 2017.
* April census: three advocates. Having issues with people interested in attending, but have waiver funding at this time and are unable to be private pay. Requesting changes in funding request to cover hours services provided so that individuals who are waiting on funding will be able to attend.
* June: census as of end of June is 6 attendees.
* With FY18 grant money, availability will open up to more people with no current waiver funding or private pay.
* Coordinator has reached out to contacts as well as ISSA to work to reach out to those people who do not currently have funding so that they know that this could be an option for them.

**Goal 2: Each participant will participate in at least 1 community event per month**

Outcome:

* Prior to opening and having participants, Kyla Chantos, Coordinator participated in the following community events: DSN Buddy Walk in Champaign, Disability Expos in Champaign, as well as spoke at CU Autism Family meeting and at Community Choices family work group meeting. She also attended the Speak Up Speak Out conference in Springfield with a group from the Charleston Advocacy Center.
* All attendees have participated in at least 1 community event per month. They also participate in regular webinars offered through Self Advocacy Alliance and other sources. Note: This is does not mean that these are the only times they have been in the community but these are the community events related to advocacy. Individuals are at community settings, utilize public transportation, etc. on a regular basis. Examples of events include:
	+ Advocacy webinars each month
	+ Advocates participated in letter writing campaign to Senator Durbin, Senator Duckworth, and President Trump advocating for no Medicaid cuts/caps.
	+ Advocates made phone calls to offices of Senator Durbin, Senator Duckworth, and US Senate Finance Committee to save Medicaid, no cuts or caps.
	+ Wrote letters to Senator Scott Bennett and Senator Chapin Rose asking them to support Medicaid.

**Goal 3: CTF ILLINOIS Advocacy will provide information/education to at least 50 individuals outside of participants of the Advocacy Center**

Outcome:

Coordinator attended the following events with estimated amount of participants at each event that received information:

* DSN Buddy Walk in Champaign: 5
* Disabilities Expo in Champaign: 50+
* CU Autism Family meeting: 8
* Community Choices family work group: 12
* Radio spot on Disability Beat on April 10 – Coordinator and two advocates: unknown how many people this reached
* July 18, 2017: two advocates assisted Krescene Beck from the Illinois Self-Advocacy Alliance to develop a live webinar. They helped to present the webinar on July 18th, which addressed basics of advocacy. Several people were on the webinar (unknown number as many were in groups).

**Goal 4:** **CTF ILINOIS Advocacy** **with host or participate in at least 12 community service events in the first year**

Outcome:

Coordinator participated in the following community events

* Speak Up Speak Out Summit in Springfield
* Champaign Transition Meeting
* Transition Planning Committee Roundtable
* Human Services Committee meetings – monthly
* Alliance Regional training in Decatur – April 11
* Going Home Rally in Springfield – May 24

Hosting events began after official opening of the program

* March 6, 2017: Held open house at the site (about 20 people attended, including individuals/parents, teachers, ISC’s, and representatives from other agencies)
* April 13, 2017: partnered up with Community Choices to host State Senator Scott Bennett to discuss the Able Act, state budget issues, and Medicaid cuts.
* May 16, 2017: hosted informational meeting - Rob Mulvaney from IATP (Illinois Assistive Technology Project) to present on Work Incentive Planning and Assistance (WIPA), which is a federally funded program created to help individuals receiving SSI/SSDI make informed choices about being employed, understanding how working is affecting your benefits, explanation of Social Security work incentives in addition to state benefits, such as Medicaid, subsidized housing, TANF, food stamps, worker's compensation and unemployment benefits. (6 people attended).
* In June, we hosted Illinois Association of Microboards and Cooperatives Community event featuring David Wetherow to discuss microboards and PATHs.
* In July, organized and hosted a community event featuring Ron Mulvaney from the Illinois Assistive Technology Project to talk about WIPA, employment, and social security benefits.
* Upcoming event scheduled for August 28, 2017: hosting Susan O’Neal from Equip for Equality to discuss types of guardianship, roles/responsibilities of guardians, process to obtain guardianship, and other legal issues.

**NURSING**

Individuals will receive nursing services at the CTF ILLINIOS Devonshire group home in Champaign. These seven individuals have developmental disabilities, are above the age of 18, and have a demonstrated need for supportive services in order to maximize their independence in a group home setting.

**Goal 1: Individuals served will have a 10% decrease in medication errors between July 1, 2016 and June 30, 2017.**

Outcome: Goal was met, there was only one medication error noted during this time period, which was in January.

**Goal 2: Individuals served will have skill progression in their self-medication goals in 10 out of 12 months as outlined in the QIDP monthly summary report.**

Outcome: All residents have shown progress towards their medication goals this year.

**Goal 3: CTF ILLINOIS will make approximately 20 nursing service contacts per month which will be available for review.**

Outcome: Nursing provided a total of 317 service contacts during the year, averaging 26 hours a month.

***Champaign County Down Syndrome Network***

***Performance Measures Outcomes 2017***

Our board meets the first Monday of each month to discuss and vote on appropriate activities and financial decisions which affect the DSN community. We follow our mission statement to help guide our decisions: “The Champaign County Down Syndrome Network operates as a not-for-profit organization serving families who have members with Down syndrome in Central Illinois. The DSN offers support to families by providing current information for parents, professionals, and the general public. We also reach out to new parents and try to raise awareness of Down syndrome in our community.”

Our board is committed to continue to follow the DSN mission statement and act in the interests of our members. We continue to seek the best methods to better ourselves as a not–for-profit organization.

The past year we have facilitated activities to target particular age groups as well as events for whole family participation. We have had good attendance at these community events. We continually strive to meet the needs of our members. Our meetings are open to the public. In December a holiday party is held, and an annual picnic is celebrated in June. The DSN facilitates social interaction through outings, book clubs, pool parties, as well as our “tween” group’s monthly events.

DSN’s largest awareness and fundraising campaign is the annual Buddy Walk. It is a free event open to the public held at the Champaign County Fairgrounds. This year, over 1200 people registered online as walkers. The Down Syndrome Network (DSN) provides support to families by distributing information about our parent support group at local hospitals, schools, places of employment, community agencies and any other business, organization, agencies or public entity. The DSN also has an up-to-date website and Facebook page with contact information for the group and other Down syndrome organizations. We belong to two national organizations, The National Down Syndrome Society (NDSS) and the National Down Syndrome Congress (NDSC), and our local contact information is listed on both national websites.

The DSN provides parents with *new parent packets*, which contains valuable information. DSN parent volunteers have also visited the homes of new parents for in-person support. The DSN maintains an email list of parents and professionals in the area to keep up-to-date on matters that are timely or may have missed the newsletter. The DSN collaborates with other Down syndrome organizations such as Gigi’s Playhouse, to provide other resources, workshops, and current information to help our members.

Is the program making an effort to identify demographics for persons served and/or not served as appropriate? *Yes. We do not discriminate.*

Is there some accountability for the speed of consumer access? *We try to reach all consumers in a timely manner. Most emails or phone calls are answered that business day. We have a new parent coordinator who follows-up with new families.*

Is the program investigating and reacting to variances in the above? *Yes. We evaluate our performance monthly & make changes to strategy at our board meetings*

**Consumer Outcomes**

The hospitals and clinics have referred several families to the DSN with a prenatal diagnosis of Down syndrome or a newborn baby diagnosed with Down syndrome. The DSN has referred families to appropriate community services such as early intervention, respite, pre-school, early childhood, daycare, vocational and recreation programs. Advocate family members have also assisted families who have children with Down syndrome with support at IEP meetings, vocational and recreational meetings, as well as guardianship assistance.

The DSN provides the opportunity for both the community and people with Down syndrome to assist in fundraising opportunities through the Buddy Walk. We have developed a relationship with the University of Illinois through special education classes.

**Utilization/Production Data Narrative**

Following a tradition started by the National Down Syndrome Society (NDSS), the DSN will continue to organize the annual Buddy Walk to raise awareness in the community about Down syndrome. The Buddy Walk has become an opportunity to involve the community both in terms of participation and volunteerism. Last year's event was a great success with 1200+ walkers who registered online. It involved the community and people with disabilities participating together. We also will continue provide an annual conference for parents and the professional community of Champaign-Urbana on special-needs issues. This year’s conference was a special “Brain Gym “presentation to help parents use specific mental & physical activities with their special needs child to aid in learning. Over 25 teachers, parents, and professionals were in attendance.

**Champaign County Regional Planning**

**Decision Support Person Performance Measures Outcomes 2017**

***Families and individuals with DD in school and underserved populations will be aware of DHS waiver funding, how to be registered on the PUNS database, and resources available while waiting for DHS waiver funding. Measured by a spreadsheet with number of IEPs attended and sign in sheets at events indicating number of individuals in attendance.***

The past year we have attended nineteen IEPs and seventeen outreach activities. One hundred eighty-seven people attended IEPs and three hundred seventy-six people attended the outreach activities. ISC provided information about the Medicaid waiver program and the PUNS and gave out brochures and business cards at the IEPs and outreach activities. ISC also set appointments to start the PUNS process when it was possible to do so.

***100% of individuals registered for PUNS have expressed their choices for services. Measured by service preference assessment data.***

100% of individuals registered for PUNS expressed their choices for services via the PUNS. 67% of individuals registered for PUNS expressed their choices for services through the preference assessment data. 33% declined to complete a preference assessment. A common reason for the declination was the increased time commitment. In effort to increase the participation, individuals/families will be provided the option to complete the survey independently after the appointment through an online link to the survey.

Summary of the preference assessment data collected in FY2017 was provided.

***32 individuals awaiting DHS waiver funding will have a crisis management plan; a conflict free, person center, individual service plan; and be linked to available services. Plans will be maintained in individual client files; individuals will be tracked in the program database.***

55 individuals received individualized, person centered support services.

***100% individuals receiving CCDDB funded services are screened for DHS waiver funding eligibility and if eligible, have the necessary documentation prepared for when they are selected from PUNS for waiver funding. Individual information will be kept in client files and the program database where a report on number of individuals can easily generated***

100% of individuals registered with PUNS were provided the list of the information required at the time of selection for funding. 22% of individuals on PUNS were newly registered in FY 2017 and have the necessary documentation prepared for when they are selected from PUNS for waiver funding. The 88% of individuals registered in PUNS prior to FY2017 already have most of the required information in their files. Specific focus will be on securing all required documentation for the individuals that are anticipated to be selected in upcoming PUNS selection.

**ISC - Preference Assessment**

**Q1. Personal Background and Social Summary (Provide a one-paragraph overview of the individual including a brief summary of the person's background, skills, and abilities, personal likes and dislikes current and future vision/hopes, relationships with family members and support staff) - Answers documented and on file.**

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| **Q2. What is your preferred living arrangement?** |  |  |
| Answer Choices | Response Percent |  Responses |
| Live with Family | 60.45% | 107 |
| Live Alone | 27.68% | 49 |
| Live with Roommates | 16.38% | 29 |
| 24-hour Supervised Group Home (CILA) - Single Bedroom | 6.78% | 12 |
| 24-hour Supervised Group Home (CILA) - Shared Bedroom | 0.56% | 1 |
| 24-hour Supervised Group Home (CILA) | 1.13% | 2 |
| Community Living Facility (CLF) | 0.0% | 0 |
| Intermediate Care Facility (ICF/DD) | 0.0% | 0 |
| Host Family CILA | 0.0% | 0 |
| SODC | 0.0% | 0 |
| Preferred Number of Housemates |  | 39 |
|  | Answered | 177 |
|  | Skipped | 0 |
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| **Q3. Where do you want to live? (City, county, or geographic region)** |  |  |
| Answer Choices |  |
| Ludlow | Response Percent |  Responses |
| Urbana | 0.56% | 1 |
| Bondville | 16.38% | 29 |
| Broadlands | 0.0% | 0 |
| Champaign | 0.0% | 0 |
| Dewey | 36.16% | 64 |
| Fisher | 0.0% | 0 |
| Foosland | 2.26% | 4 |
| Gifford | 0.56% | 1 |
| Homer | 0.56% | 1 |
| Ivesdale | 0.0% | 0 |
| Longview | 0.0% | 0 |
| Mahomet | 0.0% | 0 |
| Ogden | 2.82% | 5 |
| Penfield | 0.56% | 1 |
| Pesotum | 0.0% | 0 |
| Philo | 0.0% | 0 |
| Rantoul | 1.13% | 2 |
| Royal | 5.08% | 9 |
| Sadorus | 0.0% | 0 |
| St. Joseph | 0.56% | 1 |
| Seymour | 4.52% | 8 |
| Sidney | 0.0% | 0 |
| Thomasboro | 0.0% | 0 |
| Tolono | 0.56% | 1 |
| Champaign-Urbana-Savoy | 2.26% | 4 |
| Champaign County | 8.47% | 15 |
| Outside of Champaign County | 8.47% | 15 |
|  | 9.04% | 16 |
|  | Answered | 177 |
|  | Skipped | 0 |
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| **Q4. Employment or Volunteer** |  |  |
| Answer Choices |  |  |
| Office | Response Percent |  Responses |
| Retail | 6.78% | 12 |
| Restaurant/Food Services | 25.42% | 45 |
| Factory | 29.94% | 53 |
| Outdoors | 16.95% | 30 |
| Construction | 5.65% | 10 |
| Automotive | 2.26% | 4 |
| Service Industry | 1.13% | 2 |
| Recreation | 15.82% | 28 |
| Public Services | 4.52% | 8 |
| Education/Childcare | 7.91% | 14 |
| Agriculture | 7.91% | 14 |
| With Animals | 1.69% | 3 |
| The Arts | 13.56% | 24 |
| Trade Work | 4.52% | 8 |
| Health Services | 0.56% | 1 |
| Finances | 0.0% | 0 |
| Other (please specify) | 0.0% | 0 |
|  | 35.59% | 63 |
|  | Answered | 177 |
|  | Skipped | 0 |
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| **Q5. Community Opportunities** |  |  |
| Answer Choices |  |  |
| Continuing Education | Response Percent |  Responses |
| Champaign Urbana Special Recreation (CUSR) | 12.57% | 22 |
| Best Buddies | 38.86% | 68 |
| Special Olympics | 14.29% | 25 |
| Church | 39.43% | 69 |
| Groups and/or Clubs | 46.86% | 82 |
| Gardening | 30.86% | 54 |
| Health & Wellness | 12.57% | 22 |
| Other (please specify) | 20.0% | 35 |
|  | 21.14% | 37 |
|  | Answered | 175 |
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| **Q6. Leisure** |  |  |
| Answer Choices | Response Percent |  Responses |
| Movies | 91.48% | 161 |
| Theatre/Arts/Museums | 61.36% | 108 |
| Shopping | 63.07% | 111 |
| Zoo/Aquariums | 74.43% | 131 |
| Parks | 76.7% | 135 |
| Recreation/Sports | 84.66% | 149 |
| Swimming | 69.32% | 122 |
| Sporting Events | 60.23% | 106 |
| Concerts | 55.11% | 97 |
| Festivals | 68.75% | 121 |
| Eating Out | 91.48% | 161 |
| Other (please specify) | 9.09% | 16 |
|  | Answered | 176 |
|  | Skipped | 1 |

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| **Q7. What kind of supports do you need?** |  |  |
| Answer Choices | Response Percent |  Responses |
| Independent/Daily Living | 83.43% | 146 |
| Medical | 53.14% | 93 |
| Financial | 61.14% | 107 |
| Transportation | 69.71% | 122 |
| Vocational | 77.14% | 135 |
| Assistive Technology | 20.57% | 36 |
| Socialization | 64.0% | 112 |
| Behavioral Therapy/Counseling | 28.0% | 49 |
| PT/OT/Speech | 32.57% | 57 |
| None | 0.0% | 0 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q8. Are you currently receiving case management services? If so, where?** |  |
| Answer Choices | Response Percent |  Responses |
| Not currently receiving services | 54.86% | 96 |
| Current ISSA | 0.0% | 0 |
| CCMHB / CCRPC Independent Service Coordination | 0.0% | 0 |
| Developmental Services Center (DSC) | 26.86% | 47 |
| Community Elements | 5.14% | 9 |
| PACE Center for Independent Living | 1.71% | 3 |
| Community Choices | 10.29% | 18 |
| Other (please specify) | 4.57% | 8 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q9. Client's Full Name** |  |
| Answered | 175 |
| Skipped | 2 |

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| **Q10. Age Group** |  |  |
| Answer Choices | Response Percent |  Responses |
| Age 0-6 Years | 2.29% | 4 |
| Age 7-12 Years | 9.14% | 16 |
| Age 13-18 Years | 25.14% | 44 |
| Age 19-59 Years | 57.71% | 101 |
| Age 60-75+ Years | 5.71% | 10 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q11. Gender** |  |  |
| Answer Choices | Response Percent |  Responses |
| Male | 61.71% | 108 |
| Female | 38.29% | 67 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q12. Race** |  |  |
| Answer Choices | Response Percent |  Responses |
| White / Caucasian | 67.43% | 118 |
| Black / African American | 21.71% | 38 |
| Asian | 1.14% | 2 |
| American Indian / Alaska Native | 0.57% | 1 |
| Other / Two or More Races | 9.14% | 16 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q13. Ethnicity** |  |  |
| Answer Choices | Response Percent |  Responses |
| Hispanic / Latino | 4.0% | 7 |
| Non-Hispanic | 96.0% | 168 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q14. Current Zip Code** |  |  |
| Answer Choices | Response Percent |  Responses |
| Ludlow 60949 | 1.71% | 3 |
| Urbana 61801 | 10.29% | 18 |
| Urbana 61802 | 12.0% | 21 |
| Bondville 61815 | 0.0% | 0 |
| Broadlands 61816 | 0.0% | 0 |
| Champaign 61820 | 9.71% | 17 |
| Champaign 61821 | 21.14% | 37 |
| Champaign 61822 | 14.86% | 26 |
| Dewey 61840 | 0.0% | 0 |
| Fisher 61843 | 2.29% | 4 |
| Foosland 61845 | 0.57% | 1 |
| Gifford 61847 | 0.57% | 1 |
| Homer 61849 | 0.57% | 1 |
| Ivesdale 61851 | 0.0% | 0 |
| Longview 61852 | 0.57% | 1 |
| Mahomet 61853 | 5.71% | 10 |
| Ogden 61859 | 0.57% | 1 |
| Penfield 61862 | 0.0% | 0 |
| Pesotum 61863 | 0.57% | 1 |
| Philo 61864 | 1.71% | 3 |
| Rantoul 61866 | 5.71% | 10 |
| Royal 61871 | 0.0% | 0 |
| Sadorus 61872 | 0.57% | 1 |
| St. Joseph 61873 | 4.57% | 8 |
| Savoy 61874 | 1.14% | 2 |
| Seymour 61875 | 0.0% | 0 |
| Sidney 61877 | 1.14% | 2 |
| Thomasboro 61878 | 0.57% | 1 |
| Tolono 61880 | 3.43% | 6 |
| Other (please specify) |  | 3 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q15. ISC Coordinator/Surveyor** |  |  |
| Answer Choices | Response Percent |  Responses |
| Kim Bowdry | 0.0% | 0 |
| Babette Leek | 0.0% | 0 |
| Mika Nelson-Klaudt | 0.0% | 0 |
| Angela Yost | 0.0% | 0 |
| Vaughn Wilson | 0.0% | 0 |
| Mary Rascher | 100.0% | 175 |
| Elizabeth Moscoso | 0.0% | 0 |
| Kate Sheridan | 0.0% | 0 |
| Other Team Member Completing Survey: | 0.0% | 0 |
|  | Answered | 175 |
|  | Skipped | 2 |

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| **Q16. Client's Current Preference Assessment Status** |  |  |
| Answer Choices | Response Percent |  Responses |
| New | 44.19% | 76 |
| Annual Update | 55.81% | 96 |
|  | Answered | 172 |
|  | Skipped | 5 |

**Annual Performance Measures Report FY2016-2017 Outcomes**

**For Champaign County Head Start/Early Head Start (CCHS)**

The outcomes for the 2016-2017 school year were as follows:

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| --- | --- | --- |
| Service Categories | Annual Targets | Annual Data |
| Community Service Events | 1 | 26 |
| Service/Screening Contacts | 600 | 824 |
| New Non-Treatment Plan Clients | 55 | 72 |
| Continuing Treatment Plan Clients | 30 | 17 |
| New Treatment Plan Clients | 60 | 75 |
| Other activities | 8 | 40 |

Champaign County Head Start/ Early Head Start experienced a staffing change with the Social-Emotional Development Specialist (SEDS) role during 2016. After more than a decade of service Lynn Watson retired in April of 2016, creating an opening that needed to be filled. By August 2016, the Early Childhood Division Director had contracted with Elise Belknap to provide SEDS services for the students and families of CCHS. With the new hire came a new approach to providing services. Changes to strategies and supports will be identified in the narrative below.

The Head Start/Early Head Start (HS/EHS) program had 17 Continuing TPC rollover from the 2015 – 2016 school year. Those clients were in counseling, play therapy or had Individual Success Plans (ISP) in the 2015 – 2016 school year that continued on into the 2016 – 2017 school year.

The New TPC clients for this school year totaled 75. Those clients were children that had a new Support Plan (replacing the ISP) developed during a one-hour meeting by the support team including parents, teachers, site managers, family advocates, any other important stakeholders, and the SEDS. Support plans include a hypothesis for the function of the challenging behavior experienced in class and/or at home and goals related to the identified behavior. Support plans also include prevention strategies, new skills to teach, suggested teaching strategies, and new response strategies for when the child engages in the challenging behavior and for when they engage in positive behavior at home or in the classroom. New TPC clients also includes children that had social/emotional goals added to their lesson plans due to scores above the cutoff on the ASQ-SE, and new clients in counseling or play therapy services.

HS/EHS exceeded the target number of 60 New TPC’s by 15. The Social-Emotional Development Specialist received 79 referrals for children demonstrating challenging behavior in the classroom or at home. Out of the 79 referrals, four parents did not sign the consent for a social-emotional observation.

The total TPC goal for this school year was 90. HS/EHS did not meet that target because of a lower than expected continuing TPC count of 17 instead of 30.

The new NTPC goal for this school year was 55. During the 2016 – 2017 school year the SEDS supported 72 NTPC clients surpassing the goal of 55 by 17. This year’s number may seem significantly less than previous years. That is because the current SEDS interprets who qualifies as a new NTPC differently than the previous SEDS. In previous years this category included parent/teacher meetings to discuss concerns of a child, ISP team meetings, and parent training. It was logical to the current SEDS that this category includes any individual that warranted an informal consultation with teachers, parents, medical professionals, or local school district staff. This year NTPC category is determined by the number of clients who were discussed but did not require goals, treatment plan, or support plan. The meetings identified in previous years as NTPC were instead counted this year as service contacts.

The Service Contacts target this year was 600. The cumulative number of Service Contacts was 824. The services counted under this category included Social Emotional classroom observations, individual child observations, child and family focus meetings, support plan meetings, parenting consultations, parent counseling sessions, crisis interventions, play therapy, 1:1 behavior support in the classroom, teacher consultation, meetings required to complete functional behavior assessments, informal consultation contacts, meetings to support referrals, parent meetings and trainings, and the number of ASQ SE screenings completed.

Community Service Events included representing CCHS at community meetings such as, the Infant Mental Health central chapter, Champaign Community Coalition, CU Neighborhood Champion meetings, and Early Intervention LIC meetings. The goal for Service Events was 1 and SEDS participated in 26 of these events.

The Other category consists of staff trainings, social-emotional information shared through parent newsletters. Our goal was 8 for this category and HS/EHS achieved 40. This significant surpassing of the goal was due to the current SEDS providing more staff trainings than anticipated in order to support responsive relationships between children and staff an important component of preventing challenging behaviors in the classroom.

The board is well aware of the fiscal challenges of the last couple of years in the state of Illinois. For most social service agencies and school settings the needs of the community continue to increase and while funding for services has continued to decrease. Champaign County Head Start/Early Head Start very much appreciates the support of the Mental Health Board to fund services for some of the most vulnerable and marginalized members of our community.

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**Performance Measure Outcomes, FY 2017: Community Living Program**

**Community Transitional Support**

*(Goal: 15 individuals)*

* Number individuals served: 18
	+ Number individuals living independently in the community: 15
	+ Number individuals with guardians: 3
	+ Number individuals with payees: 10
* Individual Plans and Assessments:
	+ Number of individuals completing person-centered plans: 10 (Plans are still being developed for several participants in the Planning phase. Several other participants left the program before their plan for the year was due to be renewed, and several others remain in consultation and receive services as needed and thus do not have a formal plan)
	+ Assessments:
		- Number of “Personal Outcome Measures” completed: 14
			* Individuals increasing their score in at least one area: 6 (please note that not all individuals completing the POM were doing so for the second time, making score comparison impossible)
			* Based anecdotal analysis of POM results for individuals participating in the program throughout the phases, program staff found that individuals reported on their POMS increased satisfaction in domains relating to their personal goals from the program. This continues to be an area that staff will use to evaluate program validity.
* Planning Phase Outcomes
	+ Individuals served in the Planning phase: 4
	+ Individuals completing the planning phase: 3
		- Goals met by individuals in the planning phase: One individual moved into a house with roommates, one individual began informal meetings with a potential roommate
		- New Community Activities engaged in: Two individuals began walking together regularly
* Move-Out Phase Outcomes
	+ Individuals served in the Move-Out phase: 8
	+ Individual completing the Move-Out phase: 6
		- Examples of goals met by individuals in the Move-Out phase: Moving into new and more ideal living situation, Navigation to local businesses and a family members home using a white cane and public transport, preparation of food [eggs, stuffed shells, enchilada casserole, bacon, mac and cheese], advocating to landlord for needed repairs, writing a formal letter including standard mailing conventions, updating a resume, planning, saving, and financing the purchase of a vehicle, voting in the presidential election, saving toward moving expenses and security deposit
		- Examples of new Community Activities engaged in: two individuals began having lunch together occasionally, two individuals started a movie club, one individual began playing video games with roommates, one individual began visiting preferred community locations on his own
* Reach-Out Phase Outcomes
	+ Individuals served in the Reach-Out Phase: 8
	+ Individuals completing the Reach-Out Phase: 2
		- Examples of goals met by individuals in the Reach-Out Phase: Fixing up a bicycle and riding for transportation, completed home-repair projects, responding to and handled a security breach by an employer, preparation of food [home-made BBQ sauce, spaghetti, applying for and completing a financial aid audit, voting in the presidential election, accessing programs for low income residents (YMCA scholarship, low cost internet service, etc)
		- Examples of new Community Activities engaged in: Three individuals started an informal lunch club, one individual joined a gym, another individual began attending a regular work-out group, one individual began attending a movie group

**Life-Skills Training**

* Number of Life Skills Classes Offered: 5
	+ Topics – Men’s Group 2x, Women’s Group 2x, Intro to Technology 1x
		- Skills learned by participants: Coping skills, understanding and using peer support, friendship building skills and strategies, use of personal technology devices (smart phones and tablets), how to access and use email on personal devices, how to access and use text messages on personal devices, email, phone, and texting etiquette, how to identify and respond safe and unsafe communication using technology, how to use an app to plan routes and use the MTD
		- A curriculum for how to cook health vegetable dishes was also developed to be taught later
	+ Number of total participants: 21
* Number of Personal Support Workers with increased skills: 11 PSWs increased their skills and ability to provide support to individuals with disabilities
	+ Examples of skills gained: How to fade back support, how to support with job development and coaching, communication tools and strategies (PECS, checklists, visual supports, etc.), how to coach financial decisions and budgeting in a person-centered way

**Accomplishments Beyond our Deliverables**

* **Home-Based Service Facilitation** (Funded by State of Illinois)
* Number of individuals served: 33
* Number of visits with individuals and families: 46
* Number of individual goals met: 33
	+ Examples of goals met: getting a volunteer job, cooking healthy meals, living within a budget, exercising regularly, joining a community group, using coping skills to control anger, learning parenting skills to care for son
	+ Examples of natural supports built: friendship formed with a coworker, neighbor, and church member, regularly attending events at Parkland College, becoming a regular at the YMCA, gaining closer relationships with past acquaintances
	+ Development of new HBS Service Facilitation options for upcoming shift in the organization of state-funded services
		- Staff worked to create a menu of services that individuals and families can choose to purchase with their HBS waiver funds to better meet their needs and budgets
		- Staff worked to keep abreast of changes to the develop new tools and methods for using state funds in progressive and person-centered ways

**Performance Measure Outcomes, FY 2017: Customized Employment Program**

**Discovery/Career Planning** *(Goal: 11 Individuals)*

* Number of individuals completing the Discovery Process: 16

**Job Matching (***Goal: 7 Individuals get paid jobs, 4 Individuals get unpaid volunteer or internship jobs)*

* Number of individuals acquiring paid jobs: 7
* Number of individuals acquiring unpaid volunteer or internship jobs: 4

**Short-term Employment Support** *(Goal: 11 Individuals)*

* Number of individuals receiving short-term support on-the-job: 11

**Long-term Employment Support** *(Goal: 25 Individuals)*

* Number of individuals receiving long-term support: 25
* 21/25 (84%) of Individuals retained their job during the year
	+ 2 individuals quit, 2 individuals fired

Examples of support: Supported individual, mediated situation, and problem solved in order to avoid termination, provided basic support to solve a situation that presented, quarterly check ins and updates, retraining, training new tasks added to job description, fielded questions and concerns from family members, helped resolve scheduling issues, assisted in requesting time off, assisted in changing availability of shifts, supported at team meetings and employee reviews, provided visual supports and task analyses for job duties

* Number of active employers of individuals working with Community Choices: 23

**Accomplishments Beyond our Deliverables**

* Number of individuals acquiring jobs through DRS: 8
* Employment staff engage in partnerships with the following groups and organizations:APSE, the Transition Planning Committee**,** Disability Expo**,** theCrisis Response Planning Committee**,** Cunningham Children’s Home**,** Rosecrance**,** IAG**,** DSC, including collaboration on the Employment 1st Initiative

**Performance Measure Outcomes, FY 2017: Self-Determination**

**Building Community**

* Social Events held: 48
	+ Average attendance per event: 12 individuals
	+ Number of individuals attending for the 1st time: 7
		- Examples Types/Locations of Events: Series events in an effort to help participants feel like and be accepted as a “regular” (Urbana Food Truck Rally, Monthly Trivia Team at Jupiter’s Pizza, Neighborhood Nights Live Music Events); Dining Groups (Fiesta Café, Red Robin, Siam Terrace, Potbelly’s, etc.); Trip to Indiana Beach; U of I Hockey Game; Marching Illini Concert; Bowling
* Co-op Clubs: 4
	+ Number of Individuals Participating in Co-Op Clubs: 15

Examples of Clubs being supported:

* + - Wii Club: Members play Wii Games and enjoy snacks together at the organizers home
		- Area 51 Club: Members meet at an area café every 2 weeks to discuss “Fantastical Things” and lives/minds of the club members
		- Cooking Club: Members meet monthly at the organizers home to jointly prepare dinner, eat together, and watch a movie
		- Just for Fun Society: Members meet monthly or bi-monthly to do fun things around the community such as going to a movie, bowling, or playing Putt-Putt golf.

Examples of Relationships Built through these events: Individuals have contacted each other for company outside of the structure provided by Community Choices; One member threw a holiday party for his club members and their families; One group has been able to continue meeting without the support of the Community Choices facilitator

* Togethering Participants: 6
	+ Examples of Connections/Relationships Built: One individual joined and became a regular speech-giving member in the area Toastmasters International Club, one person joined the CU Poetry Group, three individuals participated in the Ladies Geeking Out Meet-Up group at Titan Games, One individual joined a local Pokemon Go group, two individuals joined the 1 People CU organization and trained to volunteer at their free summer arts camp for middle schoolers

**Self-Advocacy**

* “Step Up to Leadership” Class Offerings: 1
	+ Number of participants: 7
* Self-Advocacy Projects initiated: 1
	+ The Leadership Class participants conceived of initiated a project where adult self-advocates with disabilities become mentors to secondary-school aged individuals also with disabilities
	+ On-going partnership and collaboration with CU 1 to 1 Mentoring Established
	+ Members trained and meeting regularly with dedicated mentees at Jefferson Middle School: 3
	+ Members regularly meeting as a group and one on one with staff for guidance and support in their mentorship efforts
* State-wide Events Attended: 2 (Speak Up – Speak Out, Going Home Rally)
	+ Number of participants: 6
* Additional Opportunities created for the execution of leadership skills by individuals with disabilities: Presentation on adult services and the experience of living with a disability was developed collaboratively with one individual and presented to multiple U of I courses; One individual with a disability joined the Community Choices Board of Directors; two individuals with a disability took a leadership role in developing relationships and connections to their mentee’s families, one individual continue to co-develop and execute the leadership course

**Family Support and Education**

* Family Informational and Networking meetings: 8
	+ Topics covered: The Host-Home CILA Model, Additional Day Program services in the Champaign Area, How to help families create a person-centered approach to meetings and interactions with adults with disabilities, Understanding Employment 1st, Community Input on Home-based Support needs and organizational policies, HBCS Rule Changes
		- Average Attendance: 28
		- New Attendees: 16
* Family Gatherings: 4
* Family Members Engaging in Advocacy: 10
	+ Focus: Creating Housing Options – a workgroup met 6 times to develop systems to work toward supportive housing options in our community, these ideas were communicated to state leaders in supportive housing (Lore Baker and CSH Leadership)

**Accomplishments beyond our deliverables:**

* Individuals are made aware of additional community social events monthly and encouraged to participate without direct staff support.
* 7 inclusive, public, co-sponsored events with community groups were and executed. (Funded by the Illinois Council of Developmental Disabilities “*A Life Like Any Other”* grant).

**Developmental Services Center**

**CCDDB Performance Measurement Outcomes FY 17:**

**Apartment Services:**

1. Measure: Within 30 days of receipt of a Referral for Residential Services, an individual’s request will be presented to the Admission Committee for review.

FY 17 Target: 90%

FY 17 Outcome: 100%

1. Measure: Individuals participating in the Apartment Services Program will maintain/make progress toward their independent living skills objectives.

FY 17 Target: 80%

FY 17 Outcome: This goal was met at 83% of a random sampling.

1. Measure: Individuals will be given opportunities to explore and/or participate in new activities or hobbies.

FY 17 Target: 35 new opportunities

FY 17 Outcome: 32 new opportunities were recorded with people reporting going to Iowa on a trip with her brother, celebrating one year of employment, joining a choir, and buying a new laptop.

1. Measure: The Apartment Services Program will provide services to 63 people.

FY 17 Target: 63 people

FY 17 Outcome: A total of 63 people were provided services this fiscal year with DDB dollars.

**Clinical Services:**

1. Measure: Clinical Services will provide support to 70 individuals. Attendance and participation will be monitored by consultants’ detailed billing statements and clinical notes.

FY 17 Target: 70 individuals

FY 17 Outcome: 71 individuals received services in the fiscal year.

1. Measure: DSC’s Clinical Coordinator will conduct quarterly reviews regarding the assessment, progress, and frequency of appointments for all receiving DSC/CCDDB funded counseling support.

FY 17 Target: 100%

FY 17 Outcome: 100%

1. Measure: DSC’s Psychiatric Practice will review patient progress on a regular basis and attempt to reduce the number and dosage of psychotropic medications when deemed clinically appropriate and document such attempts in the psychiatric notes.

FY 17 Target: 100%

FY 17 Outcome: 100% reviewed

1. Measure: People receiving services will be satisfied with services received:

FY 17 Target: 90%

FY 17 Outcome: 100%.

1. Target to have 15 service contacts and 18 were reported.
2. Target to complete two community service events and two were completed.

**Community Employment:**

1. Within 30 days of receipt of requisite eligibility documentation, an individual’s request for Community Employment support and services will be presented to the Admissions Committee for consideration.

FY 17 Target: 90%

FY 17 Outcome: 100%

1. Measure: Individuals will maintain their job for at least one year.

FY 17 Target: 75%

FY 17 Outcome: Goal exceeded at 89%.

1. Measure: New employers/businesses will hire individuals with ID/DD.

FY 17 Target: Eight

FY 17 Outcome: Goal exceeded with sixteen new businesses.

1. Target to conduct two Service Contacts was met with five contacts completed.
2. Target to attend two Community Service Events was met with attendance at four events.
3. Target to provide services to 50 people this fiscal year was exceeded as 55 people received DDB funded services.

**Connections:**

1. Measure: Of the projected 60 participants to be supported, 25% will be from outside the cities of Champaign and Urbana, increasing opportunities for rural residents.

FY 17 Target: 15 rural participants

FY 17 Outcome: Fifteen rural participants were invited to attend activities, but only nine chose to participate.

1. Measure: A diverse array of social events/activities will be offered.

FY 17 Target: Twenty different types of events will be offered.

FY 17 Outcome: Twenty-nine different types of activities were provided including art shows, the Speak Up Speak Out Summit in Springfield, sports events, and support groups.

1. Measure: Self-advocates will demonstrate sensitivity to cultural diversity by engaging in relevant activities.

FY 17 Target: Four cultural activities

FY 17 Outcome: Four cultural activities

1. Target to have at least 40 different activities/events was exceeded with 50 activities.
2. Target to provide support to 60 TPCs and 15 NTPCs for a total of 75 people was met with 65 TPCs and 16 NTPCs with a total of 81 people enjoying the activities during the fiscal year.

 **Family Development Center:**

1. Measure: Children will have a completed assessment on file within 14 days of evaluation.

FY 17 Target: 90%

FY 17 Outcome: Exceeded at 96%.

1. Measure: Families will be satisfied with services received.

FY 17 Target: 90%

FY 17 Outcome: 100%

1. Measure: Children will make progress toward developmental outcomes.

FY 17 Target: 90%

FY 17 Outcome: 100%

1. Target to provide services to 655 children during the fiscal year was exceeded with 671 receiving DDB funded services.
2. Target to complete 200 service/screening contacts was met at 226.
3. Target to attend 300 community service events was met at 425 with staff participating in day care settings, UIUC events, disability Expo, and Read Across America.

**Integrated and Site-based Services – Community First:**

1. Measure: Within 30 days of receipt of requisite eligibility documentation, an individual’s request for supports and services will be presented to the Admissions Committee for consideration.

FY 17 Target: 90%

FY 17 Outcome: 100%

1. Measure: Individuals will achieve 40% participation in the community. Data will be tracked via attendance forms specifying hours spent in the community versus hours spent in site-based activity.

FY 17 Target: Twenty-Four people

FY 17 Outcome: Goal exceeded with 28 people spending over 40% of their time in the community.

1. Measure: Volunteer opportunities will be developed.

FY 17 Target: Two more volunteer opportunities will be developed.

FY 17 Outcome: Three additional volunteer opportunities were developed this fiscal year.

1. Measure: Participants in the program will be formally opened in the Community Employment program for active job exploration.

FY 17 Target: Four people will be opened in the program.

FY 17 Outcome: Goal exceeded with eight people from the Integrated/Community First Program opened in Community Employment for job exploration this fiscal year.

1. Target of 25 Non-Treatment Plan Clients to receive services was met for the fiscal year with a total of 118.
2. Target of four Service Contacts was not met with only one being recorded this fiscal year.
3. Target of four Community Service Events was met with a total of seven events being attended.
4. Target of 53 to be provided service in the program – outcome of 52 were served in the program this fiscal year.

**Service Coordination:**

1. Measure: Within 30 days of follow-up contact/interview process and receipt of requisite eligibility documentation, an individual’s request for services will be presented to the Admissions Committee for review.

FY 17 Target: 90%

FY 17 Outcome: This goal was met at 100%

1. Measure: DSC will initiate annual communication regarding status of those on waiting lists for all programs.

FY 17 Target: 100%

FY 17 Outcome: Goal met at 100% in first quarter.

1. Measure: Individuals receiving Service Coordination support will be satisfied with services received.

FY 17 Target: 90%

FY 17 Outcome: This goal was met at 100% from sampled people who returned the satisfaction survey.

1. Measure: DSC trained staff will complete a Personal Outcome Measure Interview with individuals in accordance with the Council on Quality and Leadership guidelines.

FY 17 Target: 40 interviews to be completed.

FY 17 Outcome: Because of limited interviewers and time constraints, only 25 interviews were completed.

1. Target to provide Case Coordination support to 305 people during the fiscal year.

FY 17 Outcome: Case Coordination support was provided to 297 TPC and 11 new NTPC this fiscal year.

**Champaign County Employment First:**

1. Measure: Quarterly information sessions will be provided for individuals currently participating in day program.

FY 17 Target: Four information sessions

FY 17 Outcome: One information session was held per quarter this fiscal year for a total of four including: Guardianship, Social Security, Preparing Family Members for Employment, and Employment from a Parent’s Perspective.

1. Measure: Incorporate Employment First philosophy into new employee orientation and ongoing professional staff development.

Outcome: DSC - a power point presentation was created and is a part of employee orientation. On April 27th an all staff development day was held where Employment First information was presented.

Community Choices – In FY 17 Employment First has been built into the Philosophy and Approach sections of the employee orientation trainings as an example of part of the system changes that are occurring in the larger DD services structures. Community Choices employment staff are also part of the Employment First Updates that come from Tania Morawiec and encouraged to participate in the trainings that are offered applicable to their jobs as well as to keep versed in the changes occurring.

1. Measure: Introduce Partners for Employment through presentations to area professional business organizations such as the Chamber of Commerce.

Outcome: Contact has been made with the mayor of Rantoul and a LEAP training will be in held in conjunction with their Small Business Training.

1. Target of 50 people to attend information sessions was met with 68 attending in total.
2. Target of three area professional business presentations was exceeded with a total of 18 being conducted.

**Developmental Services Center**

**CCMHB Performance Measurement Outcomes FY 17:**

**Individual and Family Support:**

1. Measure: Within 30 days of receipt of requisite eligibility documentation, an individual’s request for Individual and Family Support services will be presented to the Admissions Committee for consideration.

FY 17 Target: 90%

FY 17 Outcome: 100%

1. Measure: All individuals who request community activities will participate in one a minimum of two times per month.

FY17 Target: 90%

FY17 Outcome: 100%

1. Measure: Individuals/guardians will participate in the choice of their IFS Service Provider.

FY 17 Target: 100%

FY 17 Outcome: 100%

1. Measure: Individuals receiving support will be satisfied with services received.

FY 17 Target: 90%

FY 17 Outcome: 100%

1. Target to conduct five service/screening contacts was met with nine service contacts being completed.
2. Target to attend two Community Service Events was met with attendance at four events during the fiscal year.

**Illinois Association of Microboards and Cooperatives**

**Building Inclusive Communities**

August 25, 2017

**Consumer Access**

Performance Outcome Measures

*IAMC staff will contact and make formal or informal presentations to parent groups, self-advocacy groups, providers and other community groups to identify a broad cross-section of possible participants in Champaign County.*

Over the course of this year, the IAMC has made presentations for a variety of organizations including the Autism Network Support Group, CU Able, Community Choices, and four classes at the University of Illinois (9/28/16 and 4/11/17). Two presentation were made to the CCDDB. The first was in January 2017, and the second on May 5, 2017.

We also met with Representative Carol Ammons (8/29/16), and Dr. Elizabeth DeGruy, Special Education Director for the Champaign School District (10/19/16). Informally we met with a staff member of Windsor Road Church and the pastor of the Mahomet United Methodist Church, who agreed to share our materials with families. We assisted CU Able by facilitating an organizational PATH for them on 1/7/17.

Statewide, we participated in presenting a session for the Illinois Council on Developmental Disabilities Retreat (9/22/16) in Bloomington. We were also asked to present at the International TASH Conference in St. Louis on 11/3016 and at the Indiana Disability Conference, sponsored by the Governor’s Council on Disabilities on 12/6/16.

We have been active participants with local organizations and events as well. In addition to participating on the Disability Resource Expo Steering Committee, we exhibited at the Expo (10/15/16). We also shared information at the Autism Conference 10/25/16, the Transition Conference (Effingham on 10/27/16), the Speak Up and Speak Out Summit (in Springfield on 10/31 through Nov 2, 2016). As a result of this exposure we have been connected with local families referred by others.

**Consumer Outcomes**

*Outcomes for this project occur in three areas: Quality of life outcomes for the individual with ID/DD, extended support and stability for families, and greater acceptance and inclusion in the community.*

Fourteen Person Center plans were developed, each identifying long term hopes and dreams for each individual.

Some examples include:

* A man with IDD now volunteers at a local nursing home 2-3 times a week and also at his church. He is collecting and making recipes with some assistance from a team member, and is learning to use his gas grill.
* A young woman is living more independently in her own home and has increased her work hours at a local dentist office. She is swimming at the YMCA and volunteering at the humane society. She is collecting recipes and participating in a cooking club with friends.
* A man with autism is now taking a biology class at Parkland College. His team assisted him in thinking through ways for him to deal with anxiety and making a connection at the college with a faculty member who has welcomed him with open arms.
* A young woman who graduated in April transitioned so smoothly due to the work of her team, that her first day out of school was identical to her last day in school. She is staying connected with friends, and has joined a video-gaming club, participating in a Zumba class, and taking steps toward moving into her own place. She continues to volunteer, and is seeking employment with the support of her team. Her former teachers have continued as participants on the team.
* A team developed for another recent high school graduate with significant disabilities developed an individual “day program” that includes volunteering at the library and a local assisted living facility. She takes a water aerobics class at the Y, and invites friends to go with her on outings to various local events, or to just come over and hang out. Her team is planning to incorporate as a microboard and eventually become a CILA provider.
* The team for a young man who works at a local fitness center has been meeting regularly at the fitness center to allow his boss to participate on the team. The staff have worked hard to improve his participation on the job, including ways for him to better connect with customers. He just got a raise.
* Two other participants are focusing on studying for their GEDs. One is interested in writing, and the other in graphic design.
* A young woman with autism is learning skills for greater independence in her own home. She is interested and skilled at crafts and has connected with another community member with whom she shares that interest. They work together for fun at least once a week.
* Strategies are being implemented to assist one young man in transitioning from his parent’s home into a supported living situation. Progress has been slower than hoped, but is being made.
* A young woman preparing to exit school has a team focused on a successful transition. The team includes former teachers, a therapist and extended family. The team has found a volunteer opportunity at Carle Clinic and is exploring options for transportation, specifically the use of Uber.
* A woman with IDD and health concerns who has been very dependent on her parents (and is still living with them) is working on independence in household skills and exploring activities that do not include her parents. She is volunteering at *Salt and Light* in Champaign. The next team meeting will take place there so that the supervisor can be a participant.
* The team of one young man with IDD is exploring physical accommodations that will allow him to live outside of his mother’s home after graduation. His goal is to move in with his girlfriend, which has caused a bit of dismay among family members. We are working to focus on skills and adaptations for independence. For the very first time, he traveled alone on the MTD.
* Our most recent participant had her person-centered plan completed just a few weeks ago. Though she and her family have experienced many issues with advocacy through the years, they are excited about working with her strong team to really make positive changes for her future.

*Documentation will include pictures of individual plans (with permission of individuals and their circle members), sign-in sheets for all meetings, evaluation forms and written summaries of progress.*

Pictures of each PATH, sign-ins for individual meetings, evaluation forms and progress notes will be made available to the board upon request rather than attached to this report, as personal information is included for community team participants as well.

**Utilization**

*The IAMC Building Inclusive Communities project will identify at least 10 individuals with ID/DD and support them to each develop a circle that supports them through planning and facilitating a variety of activities and community access.*

A total of 21 families had initial meetings with IAMC staff to learn about the project and determine whether or not the process was a good match for them. Of those, 14 went forward with a person-centered plan (PATH) facilitated by IAMC staff or volunteers. Two individuals did not qualify for services. Four families chose not to participate at this time, and one other will be starting services in FY18.

*We anticipate monthly meetings for the purpose of developing the initial person-centered plan, with monthly follow-up meetings, training, and planning for further developing the PATH.*

Over the course of the year, 14 PATHS, 20 initial meetings and 44 individual team meetings have been convened.

Both the IAMC Staff and participants thank the members of the CCDDB for an opportunity to implement this project in Champaign County, and we look forward to more great results as we continue moving forward on PATHs for a good future.

**Individual Advocacy Group**

FY17 Champaign County CILA Updates

IAG supports seven adults living in two homes sponsored by the Champaign County Board. Three men live in the Royal Oak home. There is currently one opening in that home. Four ladies live in the Englewood home.

The staffing ratio is 2:3 at the men’s home during prime time and 1:3 all other times. The women’s home has a 1:4 staffing ratio. On many occasions there is a 2:4 staff ratio to accompany the ladies on community integration experiences.

Our individuals are offered other community Day Programs or a Flexible Day Experience at IAG. This Flexible Day Experience includes customized programming based on individual’s interests and goals. This Program can be expanded with Community referrals.

This past year has been challenging to recruit local professional support for this Program due to restrictions in funding.

**PACE, Inc.**

**Opportunities for Independence**

|  |
| --- |
| **DATE: July 1, 2016 - June 30, 2017** |

**Outcomes**

CIVIL RIGHTS AND THE LAW OUTCOMES

12 CL 101 Know Civil Rights

 CL 102 Knows Disability Law(s)

 CL 202 Increase Advocacy Assertiveness

 CL 203 Recognize and confront infringement of rights

 CL 302 Acquire advocacy

 CL 401 Change legal status

 CL 402 Filed Appeal (benefits/services, housing, agency decisions)

 CL 403 Filed Suit (discrimination, small claims, etc.)

COMMUNICATION OUTCOMES

 CM 138 Uses interpreter/ reader services

 CM 140 Uses relay services

 CM 206 Communicates confidently

 CM 207 Increase speech/reading

 CM 240 Uses message relay

 CM 241 Increased sign language

 CM 242 Fluent in sign

 CM 243 Communicates in groups

 CM 244 Communicates in social situations

 CM 245 Communicates in writing

 CM 246 Writes English or ASL gloss

 CM 247 Increased ability to express needs effectively

 CM 248 Writes effective letters

 CM 249 Communicates more comfortably with family and friends (resolve issues) CM 250 Communicates more comfortably on the phone

 CM 251 Communicates more comfortably with personal assistant

 CM 254 Reads written materials adequately through mechanical aids or Braille CM 255 Communicated using Assistive Technology

 CM 256 Writes legibly (signing checks, correspondence, etc.)

 CM 257 Uses time telling device

 CM 320 Acquires interpreter or reader services

EDUCATION AND TRAINING OUTCOMES

 ET 207 Increase advocacy ability to improve educational status

 ET 404 Started pre-vocational training

 ET 406 Started vocational training

 ET 407 Acquired GED

12 ET 408 acquired skill

 ET 410 Entered DRS VR

 ET 411 Applied to college

 ET 412 Entered College

 ET 415 Completed degree program

EMPLOYMENT OUTCOMES

 EM 107 Knows employment options

 EM 108 Knows work incentives

 EM 210 Identify skills acquired that can be transferred to another job

 EM 211 Identify Own Barriers to Employment

1 EM 234 Able to Write Resume

3 EM 235 IDEN & CNTC Potential Employers

1 EM 238 Discuss Abilities with Potential Employers

 EM 239 Demonstrate Confidence with Employers

 EM 241 Knows own job accommodation needs

 EM 242 Able to Complete Application

 EM 243 Able to Write Cover Letter

 EM 244 Retains employment

3 EM 245 Active in Job Search

 EM 416 Entered sheltered employment

 EM 417 Maintained sheltered employment schedule

 EM 418 Entered transitional employment program

 EM 420 Entered employment

 EM 421 Maintained employment

 EM 422 Acquired volunteer work

 EM 423 Achieve job readiness (Interview skills, resume practice, realistic view of job market

EQUIPMENT/ASSISTIVE TECHNOLGY OUTCOMES

 AT 101 uses Assistive Technology

 EQ 124 Knows personal adaptive equipment needs

 EQ 134 Uses adaptive equipment for maximum independence

 EQ 312 Acquired mobility aid

 EQ 313 Acquired visual aid

 EQ 314 Acquired adaptive equipment

 EQ 315 Acquired equipment repair/maintenance

 EQ 317 Acquired equipment for work

 EQ 318 Acquired equipment for education

 EQ 319 Acquired TTY

 EQ 320 acquired free amplified phone through ITAC

FINANCE AND BENEFITS OUTCOMES

1 FB 109 Understands financial opportunities FB 110 Understands financial entitlements (tax abatements/waivers)

 FB 111 Knows earned and unearned income

 FB 112 Understands transfer benefits (food stamps/subsidy)

1 FB 210 Manages personal funds

 FB 215 Self advocates for benefits and financial assistance

 FB 303 Acquires SSI or SSDI

 FB 304 Acquires funds for equipment

 FB 305 Acquires rent subsidy

 FB 306 Acquired access grant funds

 FB 307 Acquired funds for TTY

 FB 308 Acquired funds for personal assistance

 FB 309 Acquired funds for vehicle modification

 FB 310 Acquired funds for education/training

 FB 321 Acquired means of support (gen assist, energy, food stamps, etc.)

HEALTH CARE/MEDICAL OUTCOMES

HC 118 Knows basic health concept

 HC 119 Knows own medications

 HC 120 Knows own medical issues

1 HC 128 Knows health Diet

 HC 129 Knows exercise needs

 HC 217 Can cope with emergency situations

 HC 218 Acquired appropriate medical assistance

 HC 220 Knows severity of emergency situation

 HC 223 Prevents health emergency

 HC 227 Established Healthy Diet

 HC 229 Established Exercise Routine

HOUSING OUTCOMES

 HG 112 Know Housing Options

 HG 211 Self-Advocate for Housing

 HG 322 Acquired subsidized housing

 HG 423 Became more independent in current living situation

 HG 424 Improved home accessibility

 HG 425 Moved from facility to family home

 HG 426 Moved from facility to supervised residence

 HG 427 Moved from facility to subsidized home

 HG 428 Moved from facility to unsubsidized home

 HG 429 Moved from family home to supervised residence

 HG 430 Moved from family home to subsidized home

 HG 431 Moved from family home to unsubsidized home HG 432 Moved from supervised residence to subsidized home

HG 433 Moved from supervised residence to unsubsidized home HG 434 Moved from group home to subsidized home

 HG 435 Moved from group home to unsubsidized home

 HG 436 Moved from transitional housing to group home

 HG 437 Moved from transitional housing to subsidized home

 HG 438 Moved from transitional housing to unsubsidized home

 HG 439 Moved from restrictive residence to accessible home

 HG 449 Moved from supervised living situation to less restrictive situation

 HG 450 Moved to desired housing situation:

 HG 451 Acquired homeownership skills

 HG 452 Became homeowner

 HG 453 Maintained Current Housing – Rent

 HG 454 Maintained Current Housing - Ownership

PERSONAL ASSISTANCE OUTCOMES

 PA 120 Understand Role and Function of PA Program

 PA 222 Able to manage personal assistance services effectively

 PA 228 Established and follows personal care routines -with or without PA assistance PA 300 Acquire referrals from PACE

 PA 311 Acquired and maintained personal assistant services effectively

DAILY LIVING/SELF CARE OUTCOMES

 DL 125 Knows personal safety

 DL 126 Knows how to arrange home for independence

 DL 130 Knows basic hygiene

 DL 131 Follows range of motion exercises

 DL 132 Acquired home support services

 DL 133 Knows community services

12 DL 134 Knows about Center for Independent Living Services.

 DL 136 Used memory cue options

 DL 216 Get Household Support

 DL 224 Follows self-care routines

 DL 226 Does household shopping chores

 DL 231 Does personal self-care

 DL 232 Knows Home safety measures

 DL 258 Eats as independently as possible

 DL 259 Sorts and label objects

 DL 260 Uses vision to read daily

 DL 261 Uses vision for recreational reading

 DL 262 Uses vision at school

 DL 263 Uses vision for job

 DL 267 Uses visual aids and/or services

 DL 268 Uses residual vision for independent movement

 DL 269 Moves independently in home

 DL 270 Travels safely in familiar places

 DL 271 Travels to shop independently

 DL 274 Travels to school or training independently

 DL 275 Moves effectively in new location or area

 DL 276 Develops sensory and mobility to adapt to new location

 DL 277 Uses protective techniques to move safely

 DL 278 Uses sighted guide techniques

 DL 279 Able to negotiate street crossings

 DL 280 Able to compensate for memory impairment

 DL 316 Acquire Necessary Household Services

 DL 334 Acquired and uses self-care aids and equipment

 DL 335 Acquired/effectively uses home management aids equipment (e.g. cook, sew)

SELF HELP/PERSONAL OUTCOMES

 SH 114 Knows about own disability

1 SH 116 Learned about other disabilities

 SH 117 Learned general parenting skills

 SH 501 Feels better about self

17 SH 502 Copes with disabilities and attitudes

16 SH 503 Develops problem solving and decision making skills

12 SH 504 Applies problem solving and decision making skills

 SH 505 Developed goal setting skills

 SH 506 Comfortable with sexuality

 SH 507 Comfortable in public

 SH 508 Copes with own child’s attitude towards parent’s disability

SOCIAL RECREATION OUTCOMES

 SR 509 Know How to Participate in Social Recreation Activity

 SR 510 Increase social contact

 SR 511 Increase social recreation

 SR 512 Participates comfortably in social situations

 SR 513 Increases contact with other people with disabilities

 SR 514 Participate in support group for PWD's

 SR 515 Found friend to share activities with

 SR 516 Found a correspondent

 SR 517 Found satisfying hobby

 SR 518 Joined community group for social recreational activity

 SR 519 Participated in travels/recreational tours SR 520 Participated in sports/recreational activities with peers

SR 521 Locate Accessible Social Recreational Facilities

TRANSPORTATION OUTCOMES

 TR 116 Know Transportation Options

 TR 143 Determined vehicle modification needs (assessment/training)

 TR 213 Coped with emergency transportation situations

12 TR 214 Learn how to get desired transportation

 TR 336 Acquired PWD license plate

 TR 338 Acquired driver’s license

 TR 339 Acquired vehicle

 TR 340 Had vehicle modified

12 TR 341 Acquired desired transportation

 TR 440 Used specialized transportation with assistance

 TR 441 Used specialized transportation without assistance

 TR 442 Used public transportation with assistance

 TR 443 Used public transportation without assistance

YOUTH AND FAMILY OUTCOMES

 YF 101 Acquired Youth/Education Advocacy skills

16 YF 102 Increased Youth/Education Advocacy skills

 YF 103 Increased Family/Guardian Youth /Ed Advocacy skills in IEP process

16 YF 104 Increased knowledge of support for Youth w/Disabilities educational advocacy YF 105 Increased knowledge of support for Youth with Disabilities Transition YF 106 Participated in Youth with Disabilities Group

149 Total Outcomes

**Rosecrance C-U**

**Coordination of Services: DD/MI**

 **Annual Performance Report – FY 17**

**Consumer Access:**

This program is designed to assist Champaign County residents 18 years of age or older who have a developmental disability and a mental health disorder. We seek to provide the needed intervention and clinical expertise to help with the disorders and prevent hospitalizations, working toward long term stabilization in the community.

Prompt engagement of the clients is a priority in this program. The DD/MI Clinician, Miranda Hoffmann, was available to meet with referring parties/potential clients within a 4 week period or sooner unless the referral source requests a longer transition period into services. If she was not available her supervisor works on arranging contact within this timeframe and to provide linkage and/or direction if we cannot provide the needed service. There is a capacity limit, due to the intensity of engaged clients requiring frequent contact, as well as a lengthy time of engagement in order to maintain stability. Nine clients were closed from this caseload during FY 17 due to: moving out of the area, no longer feeling the need for services or failing to continue to engage in services.

The program accepts referrals from multiple sources, including Community Choices, Developmental Services Center, PACE, Champaign County Regional Planning Commission, Champaign County Probation Department, Residential Developers, parents or family members, and other local social service providers. Referrals were made internally from other departments at our agency including, TIMES, Respite and Access.

Ms. Hoffmann was a strong advocate for this target population and was effective in working with community partners and families, as well as with her individual clients. During FY 17 Miranda Hoffmann participated in 13 Community Service Events and participated on the planning committee for the annual Disability Fair.

**Utilization:**

During FY 17 thirty-seven clients received ongoing services. There were 24 screenings of potential clients for services and 18 clients were accepted into the program. Ms. Hoffmann averaged 82.76 hours of direct service per month.

The numbers we had targeted for FY17 were on target or surpassed what we had projected in two areas. We had 24 screenings verses the projected 8. This reflects the ongoing need/demand for these services by other agencies, family and friends. The most common services provided were: case management, community support individual or counseling services. We surpassed the ongoing number of projected Treatment Plan Clients from 32 to 37 by the end of FY17. It is felt that the fact that the community is becoming more familiar with this program and our proven track-record in providing these blended services to this population is the reason for its success.

**Consumer Outcomes:**

Clients were provided with Client Surveys to complete during this FY. 10 clients or family members completed the surveys. Results on these three questions will be reported. We would expect an 80% satisfaction rate by program consumers surveyed. 80% or 8 out of 10 clients reported being mostly or very satisfied by the services they were receiving from the case manager. In relation to how their situation or problem has changed, 80% or 8 out of 10 felt it was somewhat or much better. Lastly, If a friend needed similar help, would you recommend our organization? 80% or 8 out of 10 would recommend a friend to our organization.

**Unexpected or Unintended Results:**

We also have more clients working part-time on this caseload than ever before. Miranda supported and assisted clients in their efforts of planning toward part-time employment and making needed linkages in order for this to occur. This has helped to increase their self-confidence, assisted them in structuring their daily schedule and given them additional income to meet their needs.

Miranda also worked diligently with each of her clients in educating and teaching them problem-solving skills, symptom management techniques, providing assistance with linkage to needed resources, & increasing their interpersonal skills with others as well as their leisure time activities. She also encouraged and demonstrated ways to increase their ability to tend to their own ADL’s independently.

**PERFORMANCE OUTCOME REPORT**

**UCP LAND OF LINCOLN**

**VOCATIONAL SERVICES**

**August 25, 2017**

**CONSUMER ACCESS MEASURES**

Referrals to UCP's Employment Program will come from the Division of Rehabilitation Services (DRS), CCRPC, schools and other agencies serving adults with developmental disabilities. UCP staff will provide referral agencies with ongoing in-service trainings on the program and how to identify potential customers for the program. UCP receives no state or Medicaid funding for extended support services or vocational training services in Champaign. UCP works with approximately 30 individuals with disabilities on job placement services in Champaign/Urbana area. Some of these individuals have been identified as needing long-term job support services in order to maintain successful employment in their communities.

100% of the referrals will be assessed for eligibility into the program. Program candidates will be contacted by UCP staff within 7 days of receipt of referral and they will set up a schedule for candidates to be assessed. UCP staff utilize a vocational questionnaire, the O-Net assessment, the Barriers to Employment Success Inventory and the Transition to Work Inventory to determine whether the candidate is accepted into the program. Individuals are also rated on their attendance and their willingness to participate. Although every assessment is scored, the individuals' acceptance into the program is based on the collective score of all the inventories, their attendance and participation during the evaluation process. Within 30 days, all assessments and inventories will be completed, the individual will be notified whether he/she has been accepted into the program and a schedule for program services will be set in place.

UCP Vocational staff will provide in-service trainings to DRS, CCRPC, schools and other organizations serving people with developmental disabilities about job coaching and case management services available to people who need long-term services in order to maintain successful employment.

UCP will develop a case file that will include the following information:
• Multi-Disciplinary Conference (Psychological Evaluation, Social History)
• UCP Individual Service Plan (goals and objectives, family information, future planning, education and work history, financial information, supports needed, rights/releases)
• Monthly Progress Reports

**FY 2017 CONSUMER ACCESS OUTCOMES**

Most referrals did come from the Division of Rehabilitation Services (DRS), however there were two individuals that were directly referred from CCRPC. CCRPC continued to test all referrals for eligibility - if they were deemed eligible for UCP’s program, the CCRPC case manager directly contacted UCP vocational staff while the person was in the CCRPC office and UCP staff walked down to meet the new program participant and set up the intake process - UCP and CCRPC offices are located in the same building. UCP requested that CCRPC provide a clear eligibility form (OBRA form) after the PUNS testing is complete. After each PUNS testing and eligibility process is done by CCRPC, the OBRA form is given to UCP staff. 100% of referrals were assessed for the program and questionnaires and inventories were used to determine whether the candidate was accepted into the program. Eligible referrals to the program continued to be down – many of the individuals being referred from DRS to UCP’s employment programs have a mental health diagnosis and do not qualify under the UCP’s DDB program.

**CONSUMER OUTCOMES MEASURES**

1. UCP will provide extended job supports/job coaching to 20 individuals with disabilities.
2. UCP will provide vocational training (janitorial training included) to 10 individuals with disabilities.

Objective #1: UCP currently provides job placement services to approximately 30 people with disabilities in the community. Some of these individuals will need extended job supports in the coming year in order to maintain their jobs. New referrals are consistently coming into the program from a variety of sources – some who are employed and have had a change in their workstation and need job support services to help them with the transition. All staff have goals that are directly connected to the agency’s strategic plan and objectives. All vocational staff have goals tied to maximizing utilization of services by making monthly employer contacts to help individuals with finding employment.

Objective #2: Some of the referrals are individuals who are looking for employment, but need vocational training to help prepare them to become job ready. UCP can provide vocational training and help individuals to increase their employability skills. Vocational training includes learning appropriate work habits; interactions with supervisors and co-workers; identifying strengths and weaknesses; Employment etiquette; Social skills; Appropriate Dress and Personal hygiene; Interviewing and Resume development. If individuals are interested in the janitorial field, UCP will provide an 8-week janitorial training to program participants. Once they complete the vocational and/or janitorial training, UCP will help participants find a job in the community and provide the job supports necessary for them to be successful. UCP staff track participants’ attendance and require their participation in training/finding employment at least three times a week.

**FY 2017 OUTCOMES**

1. UCP provided extended job supports/job coaching to 8 individuals with disabilities.
2. UCP provided vocational training to 4 individuals with disabilities.

Out of 8 participants, 7 individuals found jobs in the community. Four clients completed vocational training and one individual was closed because she no longer needed support services. UCP did not meet its projected outcomes because many of the DRS referrals to UCP’s employment programs did not meet DDB eligibility requirements once they were closed to DRS - many of the DRS referrals have a mental health diagnosis.

**CONSUMER UTILIZATION MEASURES**

Treatment Plan Clients (TPC’S) – 50 (20 continued from last year, 30 new ones)

Community Service Events (CSE’s) – 70

Service/Screening Contacts (SC’s) – 160

Contact Hours – 11,000

**FY 2017 CONSUMER UTILIZATION OUTCOMES**

Treatment Plan Clients (TPC’s) – 8

Community Service Events (CSE’s) – 30

Service/Screening Contacts (SC’s) – 55

Other (Contact Hours) – 1515.5

Numbers were low for TPC’s, CSE’s and SC’s due to low referrals to the program – most of the individuals being referred to UCP from DRS have a mental health diagnosis and did not meet eligibility requirements to the program. Although UCP staff has tried to increase referrals to the program through marketing and networking efforts, the number of people with a developmental disability being referred to the program has been low over the entire year. UCP has had a reliable, stable staff to work with the individuals in the program this year and the staff provided support services to 8 individuals – 7 successfully working in the community. UCP believes this program is important and wants to continue to provide the necessary support services to people with developmental disabilities, but have recognized the numbers have not grown the way our agency anticipated they would. UCP decided to significantly decrease their request for funding from the DDB Board for the 2018 year.