

Assistive Technology for Independent Living (AT/IL) Goals & Objectives SFY2019

Goal 1

Promote IL Philosophy emphasizing consumer control where people with disabilities are the best experts on their own needs and how to live, work, and take part in their communities, particularly about services that affect their day-to-day lives. Consumers will have direct control on what goals are most important to them and will be provided with information necessary to make informed choice.

Objective 1a

All staff to view at least annually the IL History and Philosophy modules (4, total of 72 minutes).

Objective 1b

All staff will Participate in at least one (1) Independent Living focused training annually.

Objective 1c

Empower consumers to be the decision makers with informed choices. The program will provide the consumer with the potential solutions to the barriers identified. The consumer will be provided with the pros and cons of those solutions. The consumer will be provided information about any resources available for the solutions.

Objective 1d

Ensure that consumers' goals are the focus throughout the service. Follow-up with the consumer referring to their goals rather than the solutions. Reinforce that the goal is the focus and that their participation in the program is not an application for an AT service. Goal 1 Outcomes

1. 90% of Consumer Surveys will reflect a positive response to their Choice and Control.
2. There will be a 5% increase over the last years data of the number of Goals Met.

Goal 1 Monitoring and reporting:

1. Quarterly the Community Partner (CP) will report trainings and/or annual review of IL History and Philosophy.
2. Monthly ADSD will collect Outcome Measure data from Consumer Surveys and Caseload Data to review with the CP.
3. Monthly all cases closed as Withdrawn, Other, or have a Goal closed as Withdrawn, Unable to Contact, or Solution Not Available will be reviewed with the program specialist.

Goal 2

Plan and conduct targeted outreach. Identify and plan outreach to underserved and un-served populations.

Objective 2a

Monitor existing caseload at least quarterly and determine if there are underserved or un-served populations within the case load for both race/ethnicity and populations by county (Census data).

Objective 2b

Provide outreach to agencies, organizations, and businesses that also provide services to people with disabilities. Providing in-service trainings to ensure appropriate referrals.

Objective 2c

Work with the AT/IL program specialist to create a statewide format to track and collect outreach data and outcomes.

Objective 2d

Provide a written outreach plan and update at least quarterly.

Objective 2e

Document all outreach conducted. Compare caseload information to determine impacts of outreach.

Goal 2 Outcomes

1. There will be increased activity into the program following the outreach.
2. Guiding information will be collected. (E.g. is there anything learned when the outreach was completed. An example would be if the group that received the information then gave feedback about needs that they have identified and that are not available through the program.)

Goal 2 Monitoring and reporting:

1. CP will provide a written outreach and in-service plan quarterly.
2. CP will provide the outreach log monthly.
3. CP will review impacts of outreach and in-services with the program specialist quarterly.

Goal 3

Increase the number of consumers participating in the program.

Objective 3a

Research historical referral sources and see if they are still the primary referral sources. If not, provide targeted outreach to agencies and organizations that were a primary referral source in prior years.

Objective 3b

Monitor the Program Information Packets (PIP) being sent out and compare to the number returned at least monthly. Explore why they are not being returned if there are PIPs outstanding. Remember the PIP was designed for persons that want to explore IL Goals, their options and the resources that may be available.

Objective 3c

Ensure the message of AT/IL services are clearly communicated to the consumer or their representative on incoming calls. Where AT/IL services appear appropriate, promote the power of establishing IL Goals towards meeting their needs.

Goal 3 Outcomes

1. More people will engage with the program to develop Independent Living Goals.
2. The number of PIPs being returned will increase by 10% from the prior year.
3. Information about the AT/IL Program will be provided to 10% more people than the prior year. With a target of providing program information to at least 455 people in southern Nevada and 150 people in northern Nevada. This includes both General Information and Program Information Packets as well as program information provided in person.

Goal 3 Monitoring and reporting:

1. CP will review PIPs and rate of return at least monthly and review with the program specialist at least quarterly.
2. CP will monitor the amount of General Information and PIPs set out at least monthly and review with the program specialist at least quarterly.

Goal 4

Reduce the time (number of days) between the goals becoming active and services being completed.

Objective 4a – (Currently this objective is on hold pending solution to track this timeframe.)

Monitor the time between Plan being received and Solutions have been reviewed and decided on by the Consumer.

Objective 4b

Increase vendor participation in areas where service completion is delayed.

Objective 4c

Monitor the time between Plan of Services Start Date, actively available for program resources, and the Goal closure. Identify if there are areas that can be improved and establish a plan for improvement.

Objective 4d

Review oldest cases at least monthly.

Objective 4e

Explore methods to increase consumer participation in the process of securing quotes.

Goal 4 Outcomes

1. (On hold) - There will be an average reduction of 14 days between the Date Plan Received and date the Goal has Solutions Estimated as compared to the prior year. The data collection will exclude outlying data where factors outside of the control of the program occurred. This could include where resources were necessary to establish the solutions, delays outside of the programs control such as illness, requested to be put on hold or resources not being available.
2. There will be an average reduction of 21 days between Date Plan Received and the date the Goal is Closed as compared to the prior year. The data collection will exclude outlying data where factors outside of the control of the program occurred. This could include where resources were necessary to establish the solutions, delays outside of the programs control such as illness, requested to be put on hold or resources not being available.

Goal 4 Monitoring and reporting:

1. CP will monitor the average times between Date Plan Received and Solutions Estimated at least monthly and review with the program specialist at least quarterly.
2. CP will monitor the average times between Date Plan Received and date the Goal is Closed at least monthly and review with the program specialist at least quarterly.
3. CP will review the oldest cases monthly with the program specialist.

Goal 5

Increase the number of returned Consumer Surveys. Having at least 90% of respondents with one or more Goals met rating their overall satisfaction of services as Excellent or Very Good. Consumer's withdrawing, with no services completed, will be provided the opportunity to complete the survey designed for their feedback.

Objective 5a

Ensure the consumer knows how important their response is, positive or negative. That it is confidential with only the results and comments, not the person's name unless they comment that they want to be contacted.

Objective 5b

Ensure the Consumer Survey goes out immediately and with the return envelope for mailing.

Objective 5c

Consumer's withdrawing, with no services completed, will be provided the opportunity to complete the survey designed for their feedback.

Objective 5d

Explore alternative ways for the consumer to complete the survey online or electronically.

Goal 5 Outcomes

1. The number of returned surveys where one or more Goals were met will increase to 50% return rate.

Goal 5 Monitoring and reporting:

1. The program specialist will provide survey results monthly to the CP.
2. CP will monitor cases closed as withdrawn or moved to ensure surveys are provided whenever possible. Information will be reviewed at least quarterly with the program specialist. Given that consumers withdrawing include “no-contact” closures it is possible that a survey would not be sent e.g. moved with no forwarding address.

Goal 6

Identify and prioritize consumers at high risk of institutionalization or that want to transition into a community living setting from an institutional setting.

Objective 6a

Ensure staff have the training and supports necessary to identify and prioritize consumer Goals that support the program goal.

Objective 6b

Establish and maintain a process of reviewing prioritized consumer Goals.

Goal 6 Outcomes

1. Consumers that are at high risk or are institutionalized will show Goals that were addressed in the quickest manner possible.

Goal 6 Monitoring and reporting:

1. The length of days for prioritized goals will be monitored at least quarterly with the CP and program specialist.

Goal 7

Maintain a consistent and descriptive consumer service record (CSR) that provides a picture starting where the consumer was at from the beginning and what the outcome was at the end. The CSR shall contain the information necessary that if the case was to transfer to a different staff person that they would be able to pick and move forward.

Objective 7a

Goals are the cornerstone of the CSR and Steps provide guidance to all persons involved. Ensure Goals are defined by what outcome the person is expecting. Steps shall be consistent to the overall flow of an AT/IL case, defined as: determine barriers, identify all possible solutions, identify resources available for the solutions, review those options with the consumer for decision making, and finally implement according to the decisions made.

Objective 7b

Establish and maintain a process of reviewing CSRs.

Objective 7c

Establish and maintain a process for reviewing CSRs at closure.

Objective 7d

Follow up contact with the consumer shall be consistent with policy. Case notes shall be consistent and UpToDate. Case notes shall be detailed when describing reasons for withdrawal, loss of contact, procedures

that have taken place due to no-contact, solutions not being possible as well as any conflicts if they should occur.

Goal 7 Outcomes

1. The consumer service record will provide a picture from where the consumer was at from the beginning and what the outcome was at the end.

Goal 7 Monitoring and reporting:

1. CP will provide the process or procedure for review of CSRs.
2. Random review of cases to be reviewed by the CP and program specialist at least quarterly.
3. CP will provide feedback when unique Goal steps have been identified.

Goal 8

Maximize resources available to consumers. The program has resources to purchase assistive technology (AT) services only when no other resource can be identified. It is necessary that we not only identify all possible resources available to the consumer but also know what the consumer will need to do to access those resources. Furthermore, the promotion of reutilization of AT has the potential to benefit all Nevadans by making gently used AT available for someone else in need.

Objective 8a

Develop and maintain a solutions and resources matrix that details the resources available for specific AT solutions that are commonly requested. This would be primarily a tool for staff to assist consumers, but sections could also be provided to the consumer as a guide toward the AT they are seeking.

Objective 8b

Develop and/or maintain a "Donate-Back" agreement between the program and program beneficiaries to donate AT equipment back to the program, or nearest AT Reuse center, when no longer needed. This would take the form of a written agreement between the consumer and organization or information provided to the consumer about donating options in their community.

Objective 8c

Search for resources for the services that AT/IL consumers need.

Objective 8d

Explore additional funding opportunities to support program services.

Goal 8 Outcomes

1. An AT resource guide with options, resources, and directions will be created and maintained.

Goal 8 Monitoring and reporting:

1. CPs and program specialist will collaboratively create the format for the AT resource guide.
2. CP and program specialist will review the resource guide at least quarterly.
3. CP and program specialist will review the alternative resource that have been utilized for consumers at least quarterly.
4. CP will keep track of the number of people that receive reutilized AT as a solution to a Goal.

Goal 9

Collaborate and strive with ADSD for continual improvement within the AT/IL Program and all services provided.

Objective 9a

Support ADSD's operational infrastructure by actively participating in any program development changes.

Objective 9b

Provide feedback on policy and procedure whenever applicable. Seek technical assistance as needed from ADSD.

Objective 9c

Provide program information requested by ADSD within 4 working days of the request.

Objective 9d

Participate in any monitoring and review measures that have been described, and any additional that may be identified as necessary during the program year.

Objective 9e

Applicable to direct service funds only: Review bi-monthly funding advanced for the purchase of AT and AT Services statewide. Monitoring the amount of funding requested, received, obligated, pending obligation and actual expenses.

Goal 9 Outcomes

1. The progress towards the goals and objectives will be documented for the annual monitor and updated as necessary.

Goal 9 Monitoring and reporting:

1. At the end of each year the Annual Monitor Review must be reviewed and signed by the agency's executive director, the chairman of its governing board, and the lead staff person responsible for daily operations of the AT/IL Program. The signed monitor must be returned to ADSD.