

Assistive Technology for Independent Living (AT/IL) Goals & Objectives SFY2024

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 choices.

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. Staff will engage with the consumer referring to their goals rather than the solutions. Reinforce that the consumers' goal is the focus and that their participation in the program is not an application for an AT service.

Goal 1 Outcomes

1. Target of 90% of the Consumer Surveys will reflect a positive response to their Choice and Control. Positive response is when the consumer responds either "Yes, I was given a lot of control and choice" or "Yes, I was given quite a bit of control and choice".
2. Target that at least 90% of all Goals Set will be Met. The data will exclude Goals closed for reasons beyond the programs control. These include where the consumer has chosen to Withdraw the goal, Moved, Unable to Contact, or Passed Away.

Goal 1 Monitoring and reporting:

1. The Community Partner (CP) will maintain a log of applicable events including trainings and the annual review of IL History and Philosophy. The log will be provided quarterly to the NATC director.
2. ADSD will collect Satisfaction and Outcome Measure data from Consumer Surveys and provide the data to the CP.
3. Monthly the CP will review Caseload Data for compliance with Outcome 2 and report the status and any applicable information to the NATC director. Goal data is available through the Well Sky CLEO Report.
4. Monthly all Goals closed as Withdrawn, Unable to Contact, or Solution Not Available will be reviewed. CP will confirm they have been reviewed with the NATC director. Goal data is available through the Well Sky CLEO Report.
5. CP will maintain a report of any Goals that were not met because of a limited resource (any, including personal resources and financing).

Goal 2

Ensure the most vulnerable consumers are prioritized. Identify and prioritize consumers at high risk of institutionalization or that want to transition into a community living setting from an institutional setting.

Objective 2a

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

Objective 2b

Establish, and maintain, a process of reviewing prioritized consumer Goals.

Goal 2 Outcomes

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

Goal 2 Monitoring and reporting:

1. Prioritized goals will be monitored at monthly by the CP. Any issues or barriers will be communicated with the NATC director.
2. The CP and NATC director will review prioritized goals quarterly.

Goal 3

Assist the consumer in accomplishing their Goals timely and efficiently.

Objective 3a

Review oldest cases at least monthly.

Objective 3b

Monitor cases that are pending the establishment of Goals monthly and ensure all cases are moving forward (Plan Status' will be Draft or Pending Signature or missing the Date Plan Received).

Objective 3c

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 3c

Monitor the caseload at least monthly to ensure that consumer Goals are moving forward. The cases must be reviewed to ensure there are not Goals stuck in a status as a result of inaction.

Objective 3d

Increase vendor participation in areas where service completion is delayed.

Objective 3e

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

Goal 3 Outcomes

1. Review cases that took more than 270 days (time between the Plan of Service Start Date and the Plan of Service Actual End Date) were either outside the programs control or that issues have been addressed.

Goal 3 Monitoring and reporting:

1. CP will monitor the days between Plan Development Start Date and Plan Sent Date at least quarterly and review with the NATC director.
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 NATC director.
4. CP will monitor cases that are approaching or over 180 days Active (time between the Plan of Service Start Date and the Plan of Service Actual End Date).
5. Provide a description of any activities, efforts or contacts made for finding additional vendors/contractors and provide at least quarterly to the NATC director.

Goal 4

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 4a

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 all possible resources available for the solutions, review those options with the consumer for decision making, and finally implement according to the decisions made.

Objective 4b

Establish and maintain a process of reviewing CSRs.

Objective 4c

Establish and maintain a process for reviewing CSRs at closure.

Objective 4d

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 4 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 4 Monitoring and reporting:

1. CP will provide the process or procedure for review of CSRs to the NATC director.
2. Random review of cases with the NATC director will be coordinated with the CP at least quarterly.
3. CP will request technical assistance for any needs the program has.

Goal 5

Maintain a high number of returned Consumer Surveys and a high rate of approval from the consumers. 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, rather it is positive or negative.

Objective 5b

Ensure the Consumer Survey goes out immediately and with the return envelope for mailing. Engage with the consumers on alternatives for responding if mailing and paperwork is a barrier for them.

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 maintain at least a 50% return rate.
2. A target of 90% of respondents will rate their Overall Satisfaction of services as Excellent or Very Good.
3. A target of 90% of respondents will reply "Yes" that services made a Positive Impact.
4. A target of 90% of respondents will rate the Vendor/Contractor services as Excellent or Very Good.

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 NATC director. 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

Provide effective statewide outreach targeting consumers with disabilities that have barriers to their daily living and independence.

Objective 6a

Monitor existing caseload at least quarterly and determine if there are underserved or un-served populations for both race/ethnicity and populations by county (Census data). Plan and provided targeted outreach accordingly.

Objective 6b

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

Objective 6c

Track and collect outreach data and outcomes. (Provided form: Community Activities Report)

Objective 6d

Compare caseload information and referral sources from prospective consumers to determine impacts of the outreach that has been provided.

Objective 6e

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 regardless of if alternative resources are possible or available.

Goal 6 Outcomes

1. There will be increased activity into the program. With a target of a 5% increase of calls and a 5% increase in the number of consumers accessing the program as compared to the prior year.
2. The number of PIPs being returned will increase by a target of 15% compared to the prior year.

Goal 6 Monitoring and reporting:

1. CP will provide the Community Activities Report (outreach log) monthly.
2. CP will review impacts of outreach and in-services with the NATC Director quarterly.
3. CP will monitor the Program Information Packets (PIP) sent out and compare to the number returned at least quarterly. 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.
4. 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 7

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 7a

Encourage the development of a solutions and resources tool that details the steps that are followed to guide consumers about specific AT solutions, as well as the resources, options, and what each of those may entail for the consumer to pursue. 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. This objective is to encourage staff not only explore resources but also to collaborate as a team statewide and share what they have found.

Objective 7b

Develop and/or maintain a “Donate-Back” agreement between the program and program beneficiaries who have an interest to donate AT to the nearest AT Reuse center that may exist in your community. This would take the form of a written agreement between the consumer and organization and information provided to the consumer about donating options in their community.

Objective 7c

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

Objective 7d

Explore additional funding opportunities to support program services.

Goal 7 Outcomes

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

Goal 7 Monitoring and reporting:

1. CP can request technical assistance from the NV Assistive Technology Resource Centers to explore an AT solutions and resource tool.
2. CP and the NATC director will review the alternative resources that have been utilized at least quarterly.
3. CP will keep track of the number of people that receive reutilized AT as a solution to a Goal.

Goal 8

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

Objective 8a

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

Objective 8b

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

Objective 8c

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

Objective 8d

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 8e

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 8 Outcomes

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

Goal 8 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.

Applicant Certification

If funded for the Assistive Technology for Independent Living Program, the services will be provided in accordance with the above goals and objectives.

Authorized Organizational Representative

Date