



# Data Collection: Individual and Community Services

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# Why do we count?

- Federal 704 Report
- State Monthly Performance Report – contract deliverable
- Demonstrate outputs/outcomes of the program
- Demonstrate the number of people impacted by the program to policymakers

# What do we count?

- Services
  - Individual services – state and federal requirement
  - Community services – state and federal requirement
- Service Hours
  - Individual services – state requirement
  - Community services – state and federal requirement



# **INDIVIDUAL SERVICES**

# Individual Services

- 704 Report – total services provided by the program regardless of funding source
- Monthly Performance Report
  - By funding source (Part B, SSA, GR)
  - Other
  - Total program

# What should be counted?

- Number of consumers served
- Number of CSRs closed
- Number of ILPs written/waivers
- Demographic information
  - Age
  - Sex
  - Ethnicity
  - Disability
  - County

# What should be counted?

- Some Centers administer programs that do not follow the service areas contained in the State Plan (e.g. Work Incentives Planning and Assistance Programs).
- This data should be included.

# What should be counted?

- Services Requested
- Services Provided
- Goals Set
- Goals Achieved
- Goals in Progress



# What should be counted?

- 704 Report
  - Unique count – a person who receives a particular service multiple times counts as “1”
- Monthly Performance Report
  - Unique count for the month – a person who receives a service once a month for three months would be counted as “1” in each month

# Exception

- If the consumer has multiple goals and the services is provided in each goal.
- Example: If a consumer has a transportation goal and a vocational goal, and received advocacy services in pursuit of both goals, the person would be counted twice under “Advocacy Services.”

# Common Error

- Failure to count what is clearly documented in progress notes
  - Goals being added, achieved or modified
  - Services being provided that don't relate to a documented goal
  - Services being provided that aren't reflected in the data

# Example

- Statewide in 2009-2010:
  - CILs served 23,894 people
  - Peer counseling was provided to 4,202 people (18 percent)
  - Does that sound right if at least half the people providing the services are people with disabilities?

# A Note About Reporting Service Hours

- Not intended to capture every minute of the day or everything a CIL employee does
- Not a time keeping/time management system

# Common Errors

- Administrative calls are not Information and Referral Services



**QUESTIONS ON  
INDIVIDUAL SERVICES?**



# **COMMUNITY SERVICES**



# What Should be Counted?

- **Issue Area**
- **Activity Type**
- **Hours Spent**
- **Objective(s)**
- **Outcomes(s)**

# Issue Area

- **Four Issue Areas Highlighted by RSA**
  - increasing accessibility to transportation
  - increasing access to appropriate health care
  - increasing the availability /access to assistive technology
  - increasing opportunities for affordable, accessible housing units
- **Not a finite list – this should be guided by local priorities**

# Activity Types

- Five Required Activity Types – Each CIL must do at least one of each during the year.
  - Technical Assistance
  - Community/Systems Advocacy
  - Community Education and Public Information
  - Outreach Efforts
  - Collaboration/Networking

# Community/Systems Advocacy

- Includes efforts to implement local and state policy changes to make facilities, services, and opportunities available and accessible to individuals with disabilities.

# Technical Assistance

- Assistance to the community on making services, programs, activities, resources, and facilities in society accessible to individuals with significant disabilities.

# Community Education and Public Information

- Activities and information programs to enhance the community's awareness of disabilities and disability issues
- Local television, radio, or newspaper campaigns
- Creation and distribution of publications
- Databases/directories for personal assistants, accessible housing, and other available services

# Outreach Efforts

- Includes the location of, and encouragement to use services for unserved/underserved populations, including minority groups and urban and rural populations.

# Collaboration/Networking

- Activities related to building coalitions or collaborative partnerships designed to expand the participation of individuals with significant disabilities in services, programs, activities, resources and facilities.



# Common Errors

- Staffings/staff meetings are not community services.
- Actions taken on behalf of a consumer with a CSR are not community services.

# Hours Spent

- Preparation time
- Travel time
- Event time

# Objective(s)

- What was the purpose of the meeting?

# Outcome(s)

- What was accomplished as a result of the meeting?

# Group Activities and Classes

- Individuals with active CSRs who are receiving services in a group setting may be counted as hours of service to the individual as long as the service is documented in the CSR as an activity required to meet the consumer's goal(s).
- Community services provided in a group setting should be counted based on the staff member time for the activity, including preparation time.

# Examples

Example 1: Five consumers with active consumer service records have cooking classes as a service in their independent living plans. The Center provides a cooking class for the five consumers taught by one staff member. Each of the consumers receives one hour of service

# Examples

Example 2: The Center offers a one hour class in self-advocacy skills to the general public. It takes the staff member two hours to prepare. Fifteen people attend the training. No consumers with active consumer service records attend. The Center should report three community service hours. This activity, including the number of individuals served, should also be reported in the Community Activities Table.

# Counting Hours in Group Activities

- **Community Activities**
  - Preparation time
  - Travel time
  - Event time
- **Example**
  - Two hours to prepare the class
  - 30 minutes travel to and from the class
  - One hour conducting the class
  - Total = Four hours



# Counting Hours in Group Activities

- Individual Activities
  - Service hours are recorded for each individual receiving services under a CSR.
- Example
  - One hour class
  - Four participants receiving a service in their ILP
  - Each person receives one hour of individual service hours

# NOTE!

If a consumer with a CSR is participating in a group activity that isn't an identified service being provided in pursuit of a goal:

- Review the ILP
- Write a new goal or describe a new service to be provided



# **QUESTIONS ON COMMUNITY SERVICES?**

# How do I learn more?

- Links to regulations, the State Plan for Independent Living, and other resources:  
[www.rehabworks.org/IL](http://www.rehabworks.org/IL)

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