



## CHAMPAIGN COUNTY MENTAL HEALTH BOARD

### CHAMPAIGN COUNTY BOARD FOR CARE AND TREATMENT OF PERSONS WITH A DEVELOPMENTAL DISABILITY

*PLEASE REMEMBER this meeting is being audio recorded.  
Speak clearly into the microphone during the meeting.*

#### Champaign County Developmental Disabilities Board (CCDDDB) AGENDA

**Wednesday, September 21, 2016**

Brookens Administrative Building, Lyle Shields Room  
1776 E. Washington St., Urbana, IL 61802

**8:00 a.m.**

*(Members of the Champaign County Mental Health Board are invited to sit in as special guests)*

1. Call to Order
2. Roll Call
3. Additions to Agenda
4. Introduction of newly appointed members of the CCDDDB
5. Citizen Input/Public Participation  
*The CCDDDB reserves the authority to limit individual public participation to five minutes and limit the total time to 30 minutes.*
6. CCMHB Input
7. Approval of CCDDDB Board Meeting Minutes\* **(pages 3-14 )**
  - A. *Minutes from 7/12/16 meeting are included. Board action is requested.*
  - B. *Minutes from 7/20/16 meeting are included. Board action is requested.*
  - C. *Minutes from 8/15/16 meeting are included. Board action is requested.*
  - D. *Minutes from 8/17/16 meeting are included. Board action is requested.*
  - E. *Minutes from 8/18/16 meeting are included. Board action is requested.*
8. President's Comments – Ms. Deb Ruesch
9. Acting Director's Report – Lynn Canfield
10. Staff Report – Shandra Summerville **(pages 15-20 )**
11. Consultant Report **(pages 21-22)**  
*A report from Ms. Barb Bressner on planning for the 10<sup>th</sup> Annual disABILITY Resource Expo is included in the packet for information only.*
12. Agency Information
13. Financial Report
  - A. Approval of Claims\* **(pages 23-24)**  
*Included in the packet. Board action is requested.*
14. New Business

- A. Election of Officers\*  
*As required by statute, officers were elected during the regular meeting of the CCDDDB during July. There was agreement that newly appointed members would have an opportunity to approve that decision.*
- B. Integration Transition Successes  
*Representatives of funded programs will provide oral reports on transitions to community settings for home, work, and connection.*
- C. FY2016 Agency Performance Outcome Reports (**pages 25-100**)  
*Included in the Board packet for information only are copies of the Annual Performance Outcome Reports for all ID/DD programs funded by the CCDDDB or the CCMHB, along with Cultural and Linguistic Competence Progress Reports for agencies.*
- D. Draft Three Year Plan with FY17 Objectives (**pages 101-109**)  
*A briefing memorandum and draft of the Three Year Plan with objectives for FY17 are included in the packet for information.*
- 15. Old Business
  - A. Employment First Update  
*Representatives of the Champaign County partnership will provide an oral report on progress.*
  - B. CILA Update  
*An oral report will be provided at the meeting.*
  - C. Meeting Schedules (**pages 110-112**)  
*Copies of CCDDDB meeting schedule and allocation timelines are included in the packet for information only.*
- 16. Other Business
  - A. Closed session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of an employee of the Champaign County Mental Health Board (CCMHB) and the Champaign County Developmental Disabilities Board (CCDDDB). The closed session shall include only members of the CCDDDB.\*
  - B. Executive Director Contract Approval\*
- 17. Board Announcements
- 18. Adjournment

*\*Board action requested*

7

**CHAMPAIGN COUNTY MENTAL HEALTH BOARD  
and the CHAMPAIGN COUNTY DEVELOPMENTAL  
DISABILITIES BOARD  
SPECIAL MEETING**

*Minutes—July 12, 2016*

*Brookens Administrative Center  
Putman Room  
1776 E. Washington St  
Urbana, IL*

**DRAFT COPY**

*4:30 p.m.*

**MEMBERS PRESENT:** Susan Fowler, Judi O'Connor, Elaine Palencia, Julian Rappaport, Deborah Townsend, Margaret White, Joyce Dill, Phil Krein, Sue Suter

**MEMBERS EXCUSED:** Deb Ruesch, Mike Smith, Astrid Berkson, Thom Moore, Anne Robin

**STAFF PRESENT:** Lynn Canfield, Nancy Crawford, Mark Driscoll, Shandra Summerville

**STAFF EXCUSED:** Stephanie Howard-Gallo, Peter Tracy

**OTHERS PRESENT:** Gary Maxwell, Champaign County Board; Becca Obuchowski, Community Choices (CC); Tom Kacich, The News Gazette

**CALL TO ORDER:**

Dr. Townsend, President, called the meeting to order at 4:30 p.m.

**ROLL CALL:**

Roll call was taken and a quorum was present.

**MOTION:** Dr. Krein moved Public Participation and a summary of the search for an executive director be added to the agenda. Ms. Suter seconded. All members voted aye and the motion passed.

3

**CITIZEN INPUT / PUBLIC PARTICIPATION:**

None.

**SUMMARY OF SEARCH:**

Dr. Fowler provided a verbal summary of the search process. The search committee was approved and formed by the CCMHB and the CCDDDB in May 2016. The job announcement was placed in the Champaign and Springfield newspapers, fifteen websites and email groups, with a deadline of June 7, 2016. Fourteen applications were reviewed against criteria. Two meetings were held to review all of the applications. A third meeting was held to discuss interview questions and to narrow the search down to four applicants. The CCMHB/CCDDDB approved three candidates. They were contacted and two remained interested in the position. The search committee dissolved. The candidates will be discussed today in a closed session.

**OTHER BUSINESS:**

**Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of an employee:**

**MOTION: Dr. Townsend moved to go into a Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of a specific employee of the Champaign County Mental Health Board and the Champaign County Developmental Disabilities Board and to specifically discuss the interview process and candidate interviews search for an executive director to the CCMHB/CCDDDB. A roll call vote was taken and all members voted aye. The motion passed and the Board went into a Closed Session at 4:45 p.m.**

The Board came out of closed session at 5:53 p.m.

**MOTION: Dr. Rappaport moved to come out of closed session and return to open session. Ms. O'Connor seconded. A roll call vote was taken. All members were present and the vote was unanimous.**

**ADJOURNMENT:**

The meeting adjourned at 5:56 p.m.

Respectfully

Submitted by: Stephanie Howard-Gallo  
CCMHB/CCDDDB Staff

*\*Minutes are in draft form and are subject to CCMHB approval.*

---

**CHAMPAIGN COUNTY BOARD FOR CARE AND TREATMENT  
OF PERSONS WITH A DEVELOPMENTAL DISABILITY  
(CCDDB)  
BOARD MEETING**

*Minutes – July 20, 2016*

**DRAFT COPY**

*Brookens Administrative Center  
Lyle Shields Room  
1776 E. Washington St.  
Urbana, IL*

*noon*

---

**MEMBERS PRESENT:** Joyce Dill, Deb Ruesch, Mike Smith, Sue Suter

**MEMBERS EXCUSED:** Phil Krein

**STAFF PRESENT:** Peter Tracy, Lynn Canfield, Nancy Crawford, Mark Driscoll, Shandra Summerville

**STAFF EXCUSED:** Stephanie Howard-Gallo

**OTHERS PRESENT:** Dale Morrissey, Jennifer Carlson, Annette Becherer, Danielle Matthews, Developmental Services Center (DSC); Gary Maxwell, Matt Hiser, Patti Petrie, Champaign County Board; Becca Obuchowski, Community Choices; Dylan Boot, Jermaine Raymner, Persons Assuming Control of their Environment (PACE); Kathy Kessler, Rosecrance; Vicki Niswander, Barb Bressner, Consultant; Lisa Benson, Kim Bowdry, Regional Planning Commission (RPC); Barb Jewett, Parent

---

**CALL TO ORDER:**

Mr. Smith called the meeting to order at noon.

**ROLL CALL:**

Roll call was taken and a quorum was present.

**ADDITIONS TO AGENDA:**

None.

**CITIZEN INPUT:**

None.

**CCMHB INPUT:**

None.

**APPROVAL OF CCDDDB MINUTES:**

Minutes from the May 18, 2016 CCDDDB meeting were included in the Board packet.

**MOTION: Ms. Dill moved to approve the minutes from the May 18, 2016 CCDDDB meeting. Ms. Suter seconded the motion. A voice vote was taken and the motion passed unanimously.**

**PRESIDENT’S COMMENTS:**

Mr. Smith welcomed County Board representative Matt Hiser to the CCDDDB.

**EXECUTIVE DIRECTOR’S REPORT:**

None.

**STAFF REPORTS:**

A staff report from Ms. Canfield was included in the Board packet.

**CONSULTANT’S REPORT:**

The 10<sup>th</sup> Annual disAbility Expo will be held on October 15, 2016. Ms. Bressner provided a verbal report on recent activities.

**AGENCY INFORMATION:**

Vicki Niswander from IAMC announced a person centered planning training on Sept 19<sup>th</sup> - 21<sup>st</sup> in Mahomet.

Becca Obuchowski is the new director of Community Choices and introduced herself.

**FINANCIAL REPORT:**

An expenditure approval list was included in the packet.



**MOTION: Ms Ruesch moved to accept the expenditure report as presented. Ms. Dill Seconded the motion. A voice vote was taken and the motion passed.**

**NEW BUSINESS:**

**Election of Officers:**

**MOTION: Ms. Suter nominated Ms. Deb Ruesch for President. Ms. Dill seconded. A roll call vote was taken and the motion passed.**

**MOTION: Ms. Ruesch nominated Joyce Dill for Secretary. Mr. Smith seconded. A roll call vote was taken and the motion passed.**

**Integration Transition:**

Ms. Annette Becherer reported 20 people are spending 40% of their time in the community. Another person obtained a community job. Six volunteer groups are active.

Dylan Boot from Persons Assuming Control of their Environment (PACE) announced a panel discussion for youth and adults on independent living issues affecting people with disabilities to be held on August 4, 2016 from 3-5 p.m. at PACE.

**FY2017 Cultural and Linguistic Competence (CLC) Plans:**

Copies of CLC Plans submitted by agencies as part of their FY17 application were included in the Board packet. Ms. Summerville provided an overview.

**Alliance for Inclusion and Respect:**

A Decision Memorandum on sponsorship of an anti-stigma film at the Roger Ebert's Film Festival was included in the Board packet. The Festival is the centerpiece of our anti-stigma efforts in Champaign County. The CCMHB approved to co-sponsor an anti-stigma film with the CCDDDB in the amount of \$17,355 at their June Board meeting.

**MOTION: Ms. Ruesch moved to approve up to \$12,645 as the CCDDDB share, with CCMHB approved share of up to \$17,355 to sponsor an anti-stigma film. Ms. Suter seconded the motion.**

Discussion followed. Ms. Ruesch stated she would like to see some outcome measures associated with this effort. Ms. Dill stated she would like to see this money be targeted to direct services. Ms. Suter suggested the motion be tabled until new Board members and a new director has been hired. **Ms. Ruesch moved to table the motion.**

**OLD BUSINESS:**

**Executive Director Search:**

Ms. Ruesch provided an update of the [search process](#).



**Employment First Update:**

Ms. Annette Becherer from Developmental Services Center (DSC) and Becca Obuchowski from Community Choices provided an update. Chike Coleman and Ashley Withers are taking the lead and tweaking the presentation.

**CILA Update:**

Mr. Maxwell from the Champaign County Board inquired about a proposed budget transfer. The transfer is so the CILA can have its own account and funds can be easily identified.

**Meeting Schedules:**

Copies of CCDDDB and CCMHB meeting schedules and allocation timelines were included in the packet for information only.

**BOARD ANNOUNCEMENTS:**

None.

**ADJOURNMENT:**

The meeting adjourned at 1:00 p.m.  
Respectfully Submitted by: Stephanie Howard-Gallo

*\*Minutes are in draft form and subject to CCDDDB approval.*



---

**CHAMPAIGN COUNTY DEVELOPMENTAL DISABILITIES  
BOARD  
SPECIAL MEETING**

*Minutes—August 15, 2016*

*Brookens Administrative Center  
Lyle Shields Room  
1776 E. Washington St  
Urbana, IL*

**DRAFT COPY**

*1:30 p.m.*

---

**MEMBERS PRESENT:** Joyce Dill, Deb Ruesch

**MEMBERS EXCUSED:** Phil Krein, Mike Smith, Sue Suter,

**STAFF PRESENT:** Mark Driscoll, Stephanie Howard-Gallo

**STAFF EXCUSED:** Lynn Canfield, Nancy Crawford, Shandra Summerville, Peter Tracy

**OTHERS PRESENT:** Gary Maxwell, Champaign County Board; Bruce Barnard, Executive Director Candidate

---

**CALL TO ORDER:**

Ms. Ruesch, CCDDDB President, called the meeting to order at 1:30 P.M.

**ROLL CALL:**

Roll call was taken and a quorum was not present.

**CITIZEN INPUT / PUBLIC PARTICIPATION:**

None.

**NEW BUSINESS:**

**Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of an employee:**

9

A quorum was not present and business could not be conducted.

**BOARD ANNOUNCEMENTS:**

None.

**ADJOURNMENT:**

The meeting adjourned at 1:35 p.m.

Respectfully

Submitted by: Stephanie Howard-Gallo  
CCMHB/CCDDB Staff

*\*Minutes are in draft form and are subject to CCDDB approval.*

10

---

**CHAMPAIGN COUNTY DEVELOPMENTAL DISABILITIES  
BOARD  
SPECIAL MEETING**

*Minutes—August 17, 2016*

*Brookens Administrative Center  
Lyle Shields Room  
1776 E. Washington St  
Urbana, IL*

**DRAFT COPY**

*1:30 p.m.*

---

**MEMBERS PRESENT:** Joyce Dill, Deb Ruesch

**MEMBERS EXCUSED:** Phil Krein, Mike Smith, Sue Suter

**STAFF PRESENT:** Mark Driscoll, Stephanie Howard-Gallo

**STAFF EXCUSED:** Lynn Canfield, Nancy Crawford, Shandra Summerville, Peter Tracy

**OTHERS PRESENT:** Lynn Canfield, Executive Director Candidate

---

**CALL TO ORDER:**

Ms. Ruesch, CCDDDB President, called the meeting to order at 1:30 P.M.

**ROLL CALL:**

Roll call was taken and a quorum was not present.

**CITIZEN INPUT / PUBLIC PARTICIPATION:**

None.

**NEW BUSINESS:**

**Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of an employee:**

A quorum was not present and business could not be conducted.



**BOARD ANNOUNCEMENTS:**

None.

**ADJOURNMENT:**

The meeting adjourned at 1:33 p.m.

Respectfully

Submitted by: Stephanie Howard-Gallo  
CCMHB/CCDDB Staff

*\*Minutes are in draft form and are subject to CCDDB approval.*

12

---

**CHAMPAIGN COUNTY MENTAL HEALTH BOARD  
and the CHAMPAIGN COUNTY DEVELOPMENTAL  
DISABILITIES BOARD  
SPECIAL MEETING**

*Minutes—August 18, 2016*

*Brookens Administrative Center  
Lyle Shields Room  
1776 E. Washington St  
Urbana, IL*

*10:00 a.m.*

**DRAFT COPY**

- 
- MEMBERS PRESENT:** Astrid Berkson, Susan Fowler, Judi O'Connor, Elaine Palencia, Julian Rappaport, Deb Ruesch, Deborah Townsend, Margaret White, Joyce Dill, Mike Smith, Thom Moore, Anne Robin
- MEMBERS EXCUSED:** Sue Suter, Phil Krein
- STAFF PRESENT:** Stephanie Howard-Gallo, Mark Driscoll
- STAFF EXCUSED:** Peter Tracy, Lynn Canfield, Shandra Summerville
- OTHERS PRESENT:** Gary Maxwell, Champaign County Board

---

**CALL TO ORDER:**

Dr. Townsend, President, called the meeting to order at 10:04 a.m.

**ROLL CALL:**

Roll call was taken and a quorum was present.

**CITIZEN INPUT / PUBLIC PARTICIPATION:**

None.

13

**NEW BUSINESS:**

**Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of an employee:**

**MOTION:** Ms. Ruesch moved to go into a Closed Session pursuant to 5 ILCS 120/2 (c) 1 to consider the employment, compensation, discipline, performance, or dismissal of a specific employee of the Champaign County Mental Health Board and the Champaign County Developmental Disabilities Board and to specifically discuss the final two candidates for the executive director position to the CCMHB/CCDDB. A roll call vote was taken and all members voted aye. The motion passed and the Board went into a Closed Session at 10:07 a.m.

The Board came out of closed session at 12:10 p.m.

**MOTION:** Ms. Ruesch moved to come out of closed session and return to open session. Dr. Moore seconded. A roll call vote was taken. All members were present and the vote was unanimous.

**CANDIDATE SELECTION:**

**MOTION:** Dr. Fowler moved to enter into contract negotiations with Lynn Canfield for the position of executive director with the CCMHB and the CCDDB. The presidents of both boards will follow procedures consistent with by-laws of the two Boards in order to finalize the contract as soon as possible based on a salary that is consistent with the qualifications of the candidate. The contract will be brought before both Boards for final approval. Dr. Moore seconded the motion. A roll call vote was taken. All members voted aye and the motion passed unanimously.

**ADJOURNMENT:**

The meeting adjourned at 12:15pm

Respectfully

Submitted by: Stephanie Howard-Gallo  
CCMHB/CCDDB Staff

*\*Minutes are in draft form and subject to CCMHB/CCDDB approval.*



## September Monthly Staff Report- Shandra Summerville Cultural and Linguistic Competence Coordinator

This month I will be providing some updates that date back to April that will bring some context to the current work that I am doing.

### AIR/Ebert Fest Update:

- The 60 Second Film was aired before the sponsored film Love and Mercy. Special thanks to Don Francisco for filming and editing the movie clip.
- Festival Passes/ Individual Tickets are distributed as a part of the CCMHB/DDB Sponsorships
- 10 Festival Passes were distributed to community members/Alliance Members/Disability Resource Expo Winner
- This year were able to provide individual tickets to the sponsored film "Love and Mercy"
- 10 Tickets were provided to Host Families and of International Students from Romania
- 5 Tickets to a High School Mentoring Group
- 5 Tickets for Alliance Members/Community Members

In July, a follow up meeting was held with Casey Ludwig about the Art Show and the Short Film Clip that was shown during the Roger Film Ebert Festival. Casey stated that she received positive feedback and the sponsored film had really great feedback. We discussed the Anti-Stigma message that was conveyed during the film and the work the Chaz Ebert is doing to continue to raise awareness about the Anti-Stigma.

July, I attended a Forum about the Future of Africa. There were students that were here internationally that discussed the health and access to mental health services. This event was sponsored by the African Student Organization at the University of Illinois Urbana-Champaign. One of the African Leaders wanted to know about Youth Mental Health First Aid and how to get the infrastructure built in Kenya to provide Mental Health First Aid in their community. I provided them with links and resources to National Council on Behavioral Health and Mental Health First Aid.

I have attended the CU Collaborative Conversations about Race in CU. This is an opportunity to begin to build relationships and solutions about how to address discussion about race and how to move the conversation more intentional. The collaboration has expanded and it was recommended that additional stakeholders become involved that would like to build the bridge of CU Race Relations.

Cradle to Career- I will serve as the representative on the Community Council with Cradle to Career Community Initiative. I will participate in the Walk-As One Activities to pass out information on Kindergarten Readiness.

Human Services Council of Champaign County- I attended their monthly meeting in September. This meeting focused on recruitment and retention.

There has been a request from Faith Groups to begin doing intentional work about cultural competence. The following collaborations have begun to meet: Windsor Road Church, The Hope Center-Vineyard Church, First Christian Church, Men's and Women's SAFE House. The goal is to begin building values around cultural competence in order to begin to partner with other faith groups to collaborate and partner on community programming.

I presented to the Racial Justice Task Force a 20 Minute Presentation about the National CLAS (Culturally and Linguistic Appropriate Services) There will be additional follow up after the committees meet to decide to move forward.

I completed two trainings on Youth Mental Health First Aid training for teachers, social workers and U of I support staff. This is a partnership with Illinois Project Aware a partnership with Champaign Unit 4 Schools.

The School of Social Work Selected CCMHB/DDB to be a community learning lab. I will have 2 groups of 3 students that will do the following projects:

Project: With the CCMHB Cultural Competence Coordinator, develop one training component, possibly four hours in order to be accessible to a high number of direct service providers, and possibly for CEUs, on these topics: Ethical Communication and Effective Collaboration; to direct support providers and other important stakeholders.

Project: Develop a resource guide for rural services, identify gaps, and then research rural mental health and effective outreach strategies appropriate to Champaign County's diverse populations.

I have met with the students and they will do final presentations in November and December to the Boards.

I have attached an article that was in the News Gazette that spoke about the Cultural Competence Training that the Mental Health Board sponsored in the early 90's. I believe this article continues to provide perspective on value of Cultural Competence and how continued support is needed for cultural competence. This also talks about the importance of looking at the impact historical trauma and the impact on under-represented populations.

16

# Guest commentary: Developing skills of cultural competency

Sun, 09/11/2016 - 7:00am | [The News-Gazette \(/author/news-gazette\)](#)

By Robert Silverman

Words sometimes matter. Behavior always matters.

Cultural competence exists in between words and behaviors. It's treacherous territory. Because in between words and behaviors disagreement flourishes. In the United States, no disagreement is larger, no topic more culturally treacherous, no incompetency more apparent, than in our conversation about race.

While it's impossible to properly explore race in a few words, the following information changed my thinking. In the early 1990s, as the youth services coordinator at the Champaign County Mental Health Board, I attended a workshop about cultural competence. An African-American woman spoke.

I don't recall her name. She described slave family history.

Before the USA existed, in the early 1500s, both the English and Spanish explorers of the New World owned slaves. When the 13 colonies were developed slave ownership continued, despite striving for their own freedom against the English and Spanish.

17

Slavery existed almost 100 years after the 1776 signing of the Declaration of Independence, which brought the USA into existence. From 1500 until the Civil War officially ended slavery in 1865, two things were true. People identified as slaves were owned by others. Slave parents had to keep their children under control. Why?

Because a slave family's ability to stay together was partly based on children not causing trouble. If a child talked back, the owner could harm, kill or sell the child to maintain control.

In 2016, it is impossible to fully comprehend the experience of that reality.

The disruptive child or teenager is not abnormal. Our ancient literature and modern sitcoms are full of such children. The outspoken child is a human, planetary truth.

But in the slave world, such a child represented an inverted truth. While a child born into slavery sometimes misbehaved, like any child anywhere, the threat of removal made paramount the parent's responsibility to stop the behavior. How? Quickly and silently, using old-fashioned fear and pain.

According to the cultural competence speaker, you beat your disruptive child until he stopped. If he fought back, you beat him more fiercely. You beat him to break him because, as a parent, you had to win the struggle until your child obeyed. If you lost, your son could be sold or killed. So, you beat him to keep him home. Ironically, you beat him to keep him safe.

This is not to say African-American parents beat their children. Parental discipline is debated in all communities, including within African-American families. Corporal punishment is certainly not unique to any one community. I have worked extensively with military families and have had

18

numerous conversations about this. I once conducted a session where an Asian father admitted to beating his teenage son for committing a crime. He explained that in his birth country, not only was a parent responsible for such discipline, but so were neighbors.

But hitting to punish bad behavior is different than hitting to protect a child from being sold. Hitting to protect is a horrific twist on a positive intention. This twist became embedded in some families.

The workshop leader considered time. One generation of a family is accepted to be 20-25 years. With slavery existing from 1500 through 1865, these 365 years affected over 15 generations of families.

Next, she explained the 100 years after the Civil War ended slavery: 1865-1965. As medicine improved, the horror of battered children became known and a new American institution formed: Child welfare. This new institution, bright, shiny, armed with good intentions and mandated to protect children, removed them from homes deemed unsafe.

The ancestors of slave families who had learned the counterintuitive lesson that beatings protected children now lost them to this newly minted movement which "rescued" children from "abusive" parents. Imagine these new saviors having zero historical context about what they were doing.

The inverted truth of the disruptive slave child had gone full circle, becoming a Catch-22 of epic proportions.

Not dissimilar to slave owners having the power to remove children, African-American children were again being removed from their families by an institutional force larger than the parents. What began as slave parents beating children to keep them safe at home had mutated into

19

children being removed from unsafe families. The consequences were enormous. Some argue this pattern has again mutated, now toward the prison system.

Today, 500 years from when the New World condoned slavery, 240 years since America's independence, and 150 years after slavery officially ended, it's a miracle any of us are sane and behaving properly.

As already mentioned, it's impossible to properly explore race in one newspaper column. But for me, learning this coherent history about slave family behavior made it clear just how deep is the misunderstanding about race.

Without understanding context, misunderstanding behavior becomes guaranteed. Context is required in developing skills of cultural competency. The more we develop these skills, the better we will be able to live and work together under the American umbrella of free choices.

*Robert Silverman has a behavioral health counseling practice in Champaign.*

**You Might Also Like**

20

**disABILITY Resource Expo: Reaching Out For Answers**  
**Board Report**  
**September, 2016**

The 10<sup>th</sup> annual disABILITY Resource Expo will be held on Saturday, October 15, 2016 at the Fluid Event Center in Champaign. The Expo Steering Committee has been hard at work preparing for this 10<sup>th</sup> Anniversary Expo.

**Exhibitors** – 92 exhibitors have registered thus far, with at least another 2 committed. Fourteen are new exhibitors this year. General categories to be represented by exhibitors will be Advocacy, Legal and Service Organizations, Education and Recreation, Health Care and Equipment, Self-Help and Support Groups, Vocational and Residential, and Transportation Resources.

Our game this year will focus on Employment First, with participants attempting to locate, within our exhibitor area, pictures of local employees with their employers at their various worksites. A special thank you to DSC and Community Choices for organizing the game for us this year.

**Marketing/Sponsorship** – Our Marketing Plan is well under way, and includes the following: School flyers (English/Spanish), promotional brochures, posters, MTD bus ads (interior and exterior), window clings, yard signs, radio and television spots and interviews, newspaper ads, special displays, and social media.

Our good friends at Quality Med Transport have stepped up again this year in a big way. For several years now, they have partnered with us, with not just financial support, but lots and lots of manpower, which is so appreciated.

Nancy Crawford has secured sponsorship again this year for the Exhibitor Hospitality Area. This was new last year, and was a wonderful addition to help make our exhibitors feel welcome and appreciated.

The 2016 edition of the Expo Resource Book is being developed, and will be distributed to Expo visitors and throughout the coming year through our various community partners.

We have engaged in several fundraisers this year to benefit the Expo. Our Wine Tasting fundraiser in June was a huge success, and we hope to do it again next year. The Schwan's Cares fundraiser, to date, has netted over \$500. We plan to begin a new campaign in November with them. We will be doing a 50/50 raffle and Bergner's fundraiser during the Expo. Booth fees have brought in revenue of nearly \$10,000, with an additional \$8,000 plus of in-kind support. These figures will grow, as some fees and sponsorships are yet to be received.

**Accessibility/Entertainment** – This committee works hard each year to ensure that our event is fully accessible to all who participate. ASL Interpreters, personal assistants, mobility accommodations, and much, much more are in place for this year. This committee, also, has the task of identifying and arranging for some awesome entertainment each year. This year's event will feature the C-U Theatre Company's Penguin Project, CUSR's Bocce Ball, Amtryke presentation, Ryan Nucleus Band and more.

**Children's Activities** - The Children's Activity Room will again be sponsored by our friends at Flaghouse and First Federal Savings Bank of C-U. Flaghouse is a global supplier of resources for physical activity, recreation,

education and special needs, who has once again come through with an amazing donation of more than \$1,200 worth of games, toys and prizes for the Children's Activity area.

**Artistic Expressions** – Our friends at Thrivent Financial will be sponsoring the Artistic Expressions area this year. Talented artists and entrepreneurs will showcase and sell one-of-a-kind handmade works, including paintings, photography, jewelry, children's books, crocheted/knitted items, crafts, etc.

**Volunteers** – Becca Obuchowski and Shandra Summerville have taken on the recruitment and coordination of volunteers who will provide support in the various areas of the Expo this year. We depend heavily on volunteers for this event.

Respectfully submitted  
Barb Bressner, Consultant

22

CHAMPAIGN COUNTY  
EXPENDITURE APPROVAL LIST

9/08/16

PAGE 8

VENDOR NO	VENDOR NAME	TRN DTE	B N CD	TR NO	TRANS NO	PO NO	CHECK NUMBER	CHECK DATE	ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ITEM DESCRIPTION	EXPENDITURE AMOUNT
*** FUND NO. 108 DEVLPMNTL DISABILITY FUND												
*** DEPT NO. 050 DEVLMTL DISABILITY BOARD												
90	CHAMPAIGN COUNTY TREASURER								MENT HLTH BD FND 090			
	9/07/16	04	VR	108-	90		547086	9/08/16	108-050-533.07-00	PROFESSIONAL SERVICES	SEP ADMIN FEE	31,487.45
											VENDOR TOTAL	31,487.45 *
161	CHAMPAIGN COUNTY TREASURER								REG PLAN COMM FND075			
	9/07/16	04	VR	108-	83		547091	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP DECISION SUPPOR	4,000.00
											VENDOR TOTAL	4,000.00 *
18103	COMMUNITY CHOICE, INC								SUITE 419			
	9/07/16	04	VR	108-	84		547130	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP COMMUNITY LIVIN	5,250.00
											VENDOR TOTAL	5,250.00 *
19900	CTF ILLINOIS											
	9/07/16	04	VR	108-	81		547143	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP NURSING	500.00
	9/07/16	04	VR	108-	81		547143	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP ADVOCACY CENTER	6,250.00
											VENDOR TOTAL	6,750.00 *
22300	DEVELOPMENTAL SERVICES CENTER OF								CHAMPAIGN COUNTY INC			
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP APARTMENT SVCS	34,778.00
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP CLINICAL SVCS	14,916.00
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP COMMUNITY EMPLO	19,124.00
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP CONNECTIONS	7,296.00
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP EMPLOYMENT 1ST	6,667.00
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP FAM DEV CENTER	46,857.00
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP INT SITE SVCS	75,453.00
	9/07/16	04	VR	108-	86		547148	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP SVC COORD	34,237.00
											VENDOR TOTAL	239,328.00 *
22816	DOWN SYNDROME NETWORK											
	9/07/16	04	VR	108-	82		547155	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP DOWN SYNDROME	1,250.00
											VENDOR TOTAL	1,250.00 *

CHAMPAIGN COUNTY

EXPENDITURE APPROVAL LIST

9/08/16

PAGE 9

VENDOR NO	VENDOR NAME	TRN DTE	B N	TR CD	TRANS NO	PO NO	CHECK NUMBER	CHECK DATE	ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ITEM DESCRIPTION	EXPENDITURE AMOUNT
*** FUND NO. 108 DEVLPMNTL DISABILITY FUND												
35550	IL ASSOC OF MICROBOARDS & COOPERATIVES	9/07/16	04	VR 108-	87		547184	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP BUILD INCLSV CO VENDOR TOTAL	5,357.00 5,357.00 *
54930	PERSONS ASSUMING CONTROL OF THEIR ENVIROMENT, INC	9/07/16	04	VR 108-	88		547213	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP OP FOR INDEPEND VENDOR TOTAL	3,379.00 3,379.00 *
61780	ROSECRANCE, INC.	9/07/16	04	VR 108-	85		547225	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP COORD OF SVCS VENDOR TOTAL	2,662.00 2,662.00 *
76107	UNITED CEREBRAL PALSY LAND OF LINCOLN	9/07/16	04	VR 108-	89		547251	9/08/16	108-050-533.92-00	CONTRIBUTIONS & GRANTS	SEP VOCATIONAL SVCS VENDOR TOTAL	7,206.00 7,206.00 *
										DEVLNMNTL DISABILITY BOARD	DEPARTMENT TOTAL	306,669.45 *
										DEVLPMNTL DISABILITY FUND	FUND TOTAL	306,669.45 *
										REPORT TOTAL *****		657,162.18 *

24

**Summary of FY2016 Reports for Funded I/DD Programs**

*Autism Society of Illinois*

**CU Autism Network \$10,000**

FY2016 Performance Outcomes Report, Cultural and Linguistic Competence Progress Report.

*CTF Illinois*

**Nursing Services \$8,580**

FY2016 Performance Outcomes Report, Cultural and Linguistic Competence Progress Report.

*Champaign County Down Syndrome Network*

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

FY2016 Performance Outcomes Report.

*Champaign County Regional Planning Commission Head Start/Early Head Start*

**Social Emotional Disabilities Services, \$54,823**

FY2016 Performance Outcomes Report.

*Champaign County Regional Planning Commission Community Services*

**Decision Support Person for CCDDDB, \$48,000**

FY2016 Performance Outcomes Report, Cultural and Linguistic Competence Progress Report.

*Community Choices*

**Community Living\* \$60,000, Customized Employment\* \$55,000, Self-Determination Support\* \$55,000**

FY2016 Performance Outcomes Reports, Cultural and Linguistic Competence Progress Report.

*Community Elements, Inc.*

**Coordination of Services – DD/MI, \$31,945**

FY2016 Performance Outcomes Report, Cultural and Linguistic Competence Progress Report.

*Developmental Services Center*

**Apartment Services \$405,185, Clinical Services \$173,773, Community Employment \$222,800, Connections \$85,000, Employment Services (multi-year contract with Community Choices) \$80,000, Family Development Center \$545,903, Individual & Family Support\* \$376,144, Integrated/Site-Based Services – Community 1<sup>st</sup> (multi-year contract) \$905,441, Service Coordination \$398,872**

FY2016 Performance Outcomes Reports, Cultural and Linguistic Competence Progress Report.

*PACE, Inc.*

**Opportunities for Independence \$30,000**

Cultural and Linguistic Competence Progress Report.

*UCP Land of Lincoln*

**Vocational Services \$86,475**

FY2016 Performance Outcomes Report, Cultural and Linguistic Competence Progress Report.

*\*= funded by CCMHB*

**CCDDB Program Plan****C-U Autism Network, a project of the Autism Society of Illinois****Program Plan****7/01/15 to 6/30/16****Consumer Outcomes**

1. The project held eight regularly scheduled meetings.
2. The project offered two childcare options on-site during our eight regularly scheduled meetings to enable parents to attend; Childwatch for children under 9 and a swim option for those over 9.
3. The project co-sponsored one Autism Spectrum-related workshop.
4. The project reached at least 2400 individuals, family members and professionals.
5. The project distributed New Parent packets to families with newly diagnosed members.
6. The project held four family events.
7. The project held the Autism Walk & Resource Fair in April for Autism Awareness Month.
8. The project maintains a website, a listserv, as well as a local telephone. The Network continues to work to provide Spanish information about autism events.

**POLICY AND GOVERNANCE LEVEL**

**Role/Responsibility: Develop and implement policies that will promote cultural and linguistic values within the C-U Autism Network support group meetings and events.**

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Fourth Qtr
1.1 Allocate time and resources for annual cultural competency training.	PY2016	Associate Executive Director (AED) & Governing Advisory Committee (GAC)	Members of the Governing Advisor Committee will complete cultural competence training.	A new Governing Advisory Committee has been formed. We had our first meeting March 5 <sup>th</sup> , due to vacations and summer we will meet again in August. At this time, training will be provided for all the new members.
1.2 Determine linguistic plans for making meetings accessible to culturally linguistic families	PY2016	AED & GAC	Different interpretive options will be explored via a survey on Survey Monkey	When the new GAC meets in August, we will develop and distribute a survey to determine local needs.
1.3 Research resources to have more autism materials translated into various languages.	PY2016	AED & GAC	Explore options of having autism related materials available in Spanish by the end of July 2016.	We continue to search for someone to translate our materials, but have not been successful finding anyone yet.
1.4 Allocate resources for rural mailing in Champaign County.	PY2016	Executive Director & AED	Rural Champaign Co. zip codes will receive 1 mailing by end of PY2016.	ASI is working on a rural mailing.
1.5 Continue to seek diversity among Governing Advisory Committee Members & Board Members	PY2016	Executive Director & AED	Seek out culturally and linguistically diverse individuals to join Governing Advisory Committee.	We have more diversity on our new GAC, with one member being a male and one being African American.

27

ASI CURN

**ADMINISTRATION/MANAGEMENT LEVEL**

**Role/Responsibility: Establish a support group setting that is responsive to the needs of all of the members attending. Work to reach diverse groups within the community and throughout Champaign County.**

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Fourth Qtr
2.1. Cultural and Linguistic knowledge will be implemented when planning meetings and events by the Governing Advisory Committee	PY2016	AED & GAC	Meetings and events will be culturally and linguistically responsive.	Ongoing
2.2 Contact Access-Initiative representative to meet with Governing Advisory Committee to explore ways to be more responsive culturally to our members.	PY2016	AED & GAC	Member of Access-Initiative attend a GAC meeting by end of PY2016.	Has not been done yet
2.3 Work with Exec. Director at Autism Society of IL to plan & implement a mail campaign to reach rural families.	PY2016	Executive Director & AED	Rural Champaign Co. zip codes will receive 1 mailing by end of PY2016.	Work continues
2.4 Develop a statement about Cultural & Linguistic Competency to educate volunteers.	PY2016	AED & GAC	All volunteers will be provided with the statement to assure they are aware of cultural differences	Ongoing
2.5 Collect and enter data on race, ethnicity, and primary language of individuals and families within the management information system.	PY2016	AED & GAC	Diversity of culture will be represented by members of the Governing Advisory Committee	Ongoing

28

ASI  
CUAN

**VOLUNTEER LEVEL**

**Role/Responsibility: Understand the need for a Culturally Competent approach while sharing information with diverse cultures.**

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Fourth Qtr
3.1 Develop a directory of local providers, organizations, and other community supports.	Ongoing process	Volunteers & AED	Continually update resource information.	We are seeking input from the community to provide a directory in our "New Parent Packets".
3.2. Train volunteers about Cultural & Linguistic Competency	Ongoing process	AED & GAC	All volunteers will be provided with the statement to assure they are aware of cultural differences	Ongoing

**CONSUMER/CLIENT/INDIVIDUAL LEVEL**

**Role/Responsibility: Begin to build the consumer voice in the overall implementation of culturally responsive practices.**

68

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	
4.1 Use surveys to gage interests and need for cultural and linguistically diverse speakers/events	PY2016	AED	Individual's impressions will be explored via a survey on Survey Monkey.	When the new GAC meets in August, we will develop and distribute a survey to determine local needs.
4.2 Follow-up contact with new families.	Ongoing process	AED & GAC	Families feel acceptance and consider returning.	Ongoing
4.3 Identify natural and informal supports for culturally and linguistically family members involved in our group.	Ongoing process	AED, GAC, volunteers	Families who are culturally and linguistically diverse will be connected with other members in our community with similar diversity.	Ongoing

AS1 LVN12

## FY16 Performance Outcomes Report

CTF ILLINOIS  
PROGRAM NAME: NURSING  
8/23/16

### **ACCESS OUTCOME MEASURE (from application)**

Nursing services are provided to our one group home 24 hours a day, 7 days a week. The nurse is required for on call services and to be able to respond immediately. Residents may request contact with the nurse, nurse trainer, or staff who have received training at any time. Training of staff regarding medication dispersal, potential side effects of medications, and staff rights and responsibilities regarding medications is a comfort to our residents as they know they will be cared for around the clock by competent staff. In reference to the nurse adapting to the diversity in the consumers we serve, CTF ILLINOIS staff collaborate with and provide information and tools to the nurse to use in communication with our resident who is deaf. CTF ILLINOIS will keep records of intake demographics through residents' zip codes prior to admission. This information will be submitted to CCDDDB upon request.

### **ACCESS OUTCOME MEASURE (results)**

The rationale for this application was to provide nursing funding for seven (7) individuals residing in Champaign County. One hundred and eighty nine hours of nursing services have been provided in the past year with over 408 contacts made during those hours.

Nursing services have been provided in accordance with the original application. CTF ILLINOIS uses internal nursing to provide even more efficient services. This nurse is a DHS-approved Nurse Trainer and has in the past year re-authorized all staff to administer medications per DHS Rule 116. The Nurse Trainer completes routine observations to ensure compliance. This is in addition to routine services related to consumer care. All individuals received annual health and physical checks, Self-Administration of Medication Assessments, lab work, nursing notes, and any other nursing services required/needed.

Nursing has been involved with the IDT process, monitoring of health related issues/services/medications, completed assessments/observations, and provided training to staff.

**CONSUMER OUTCOME MEASURE (from application)**

Our residents have opportunities in several different areas to express like and dislike of services provided. At annual meetings for their Individual Service Plans (ISP), they are asked about nursing services and if there is anything that they would like to change regarding the services they receive. They are also assessed in order to determine how well they are progressing in learning about their medication. This is reported through monthly notes (Q notes) and progress is shared with the Interdisciplinary Team (IDT) at the resident's annual ISP. The local PAS agent visits quarterly to ensure residents are receiving quality services. It is expected that our residents will be well cared for and our agency will continue to be in compliance with Illinois Department of Human Services (DHS) regulations. Each resident has a self-medication assessment that determines how much each individual knows about their medications and their abilities to administer their own medication. This assessment is to be done annually with their ISP by the RN Trainer. This assessment is approved by DHS and accurately reflects resident's skills and needs. These assessments are completed annually and compared to the previous year to rate progress and establish new goals for the resident for the next year. All goals are reviewed monthly. CTF ILLINOIS values the feedback we receive from our residents and we provide opportunity at regularly scheduled house meetings to ensure they are healthy and satisfied with the services they receive, including nursing services. Having consistent nursing makes our residents become more comfortable and willing to talk openly about issues of concern.

**CONSUMER OUTCOME MEASURE (results)**

The monthly Q notes indicate progress was made in all medication goals for all individuals. Self-Administration of Medication Assessments were completed for all individuals. This assessment is a reflection of the individuals' strengths and weaknesses in administering their own medication. Individuals are encouraged to provide input and voice their level of satisfaction during monthly house meetings as well as at their annual meeting.

**UTILIZATION OUTCOME MEASURE (from application)**

The aging population necessitates a high amount of nursing contact hours. CTF ILLINOIS will work to reduce nursing hours through staff training on medication administration policies and procedures. Nursing tasks to be completed by non-RN staff include, but are not limited to, data entry of medication error/incident reports, managing files on residents to provide the current data in the working binder/MAR on hand, and the previous information easily accessible by year in filing cabinets. Other tasks include contacting doctor offices for follow-up requests, scheduling appointments & procedures, typing new forms and photocopying forms to stock the RN Trainers supply of working documents.

Medication errors and incidents reports will be tracked monthly and reviewed quarterly by the Safety and Human Rights Committees. Our goal is to have no medication errors. Staff must be well trained initially, with on-going training to prevent errors and maintain resident safety. We also keep data on the number and amount of time our on-call nurses are spending with out residents (Face-to-face and by phone). CTF ILLINOIS tracks the nursing contact hours quarterly. We have found that as staff competencies increase through training we have a decrease in the amount of contact time needed with our on-call nurse. We are still required by

DHS to have an on-call nurse available for additional contact time as needed and the intentions are for costs for this service to decrease due to our staff training efforts; however, DHS does not reimburse us for these on-call nursing services.

Nursing services are currently providing quality care for our residents, and will continue to do so in conjunction with this proposal. All written documentation is accessible for review and is monitored by the Chief Program Officer.

#### **UTILIZATION OUTCOME MEASURE (results)**

Nursing continues to review all medication errors and incident reports and these reports are reviewed monthly by the Risk Safety Committee. Any trends in injury/incidents are reviewed quarterly by the Human Rights Committee.

CTF ILLINOIS continues to track nursing hours and report hours quarterly. Hours of service include time spent completing assessments, managing files, reviews of medication errors and incident reports, communicating with physicians, providing staff training on medication or health services, etc.

CTF ILLINOIS was visited by DHS Bureau of Quality Management in December 2015 and received very high marks again, especially related to Rule 116. The surveyors commented on the staff doing a great job with med pass, read out loud and triple checked very good.

**POLICY AND GOVERNANCE LEVEL**

Role / Responsibility: Develop and implement policies that will promote cultural and linguistic values within an organizational structure.

Action Steps	Time Frame	Person Responsible	Benchmarks	Q1	Q2	Q3	Q4
Review current polices to ensure they promote cultural competency.	FY 2017	Kathie Scott, HR	Will review policies annually.	HR completed annual review of policies			
CTF currently has in place the following procedures/policy in place to promote cultural competency: Programs/Services - Human Rights Policy and Complaint and Grievance Policy Human Resources - Employee Grievance Policy, Employee Development, Employee Handbook (Discrimination and Harassment) Policies are typically reviewed in July of each year							

**ADMINISTRATIVE/  
MANAGEMENT LEVEL**

Role/Responsibility: Develop an organizational structure, administrative guidelines, and a system of evaluation to ensure that services are effective, efficient, accessible, and of high quality.

Action Steps	Time Frame	Person Responsible	Benchmarks	Q1	Q2	Q3	Q4
Continue the Cultural and Linguistic Competence Committee to monitor service delivery.	FY 2016	Melissa McDaniel, Executive Vice President of Consumer Services	Risk Committee meets monthly. During this meeting, cultural and Linguistic Compence is also addressed/reviewed.	Risk meeting is held monthly and cultural competence is reviewed at each meeting	Risk meeting is held monthly and cultural competence is reviewed at each meeting	Risk meeting is held monthly and cultural competence is reviewed at each meeting	Risk meeting is held monthly and cultural competence is reviewed at each meeting
Maintain advisory group/committee that reflects the individuals diversity to provide consistent feedback on services.	FY 2016	Tracy Wavering, Vice President - Central Region Operations	Advisory committee will be held quarterly.	Administrator continues to meet with residents at site to obtain feedback and address concerns/Monthly Risk committee also reviews	Administrator continues to meet with residents at site to obtain feedback and address concerns/Monthly Risk committee also reviews	Administrator continues to meet with residents at site to obtain feedback and address concerns/Monthly Risk committee also reviews	Administrator continues to meet with residents at site to obtain feedback and address concerns/Monthly Risk committee also reviews
Assess a the physical facility to reflect the population of focus, to be welcoming, clean, and attractive by providing cultural art	FY 2016	Tracy Wavering, Vice President - Central Region Operations	Will conduct a facility physical assessment semi-annually.	In addition to the periodic visits from Administrators, VP, Case Managers - Site QA's continue every other month to review environment.	In addition to the periodic visits from Administrators, VP, Case Managers - Site QA's continue every other month to review environment.	In addition to the periodic visits from Administrators, VP, Case Managers - Site QA's continue every other month to review environment	In addition to the periodic visits from Administrators, VP, Case Managers - Site QA's continue every other month to review environment

CTF currently already does the following to promote cultural competency:

- ISP and Monthly Summary Procedures on ensuring client choice is present within the individuals ISP.
- Regular QA of sites completed by Administrative staff to ensure the facilities meet the needs of the individuals that receive services from CTF
- Random monthly QA's of charts are completed by Administrative staff. This QA includes reviewing each Individual Service Plan to ensure it includes the individual's skills, choice, preferences, and needed services.
- Employee evaluations are administered that address meeting client choice and promoting their voice.
- Celebrate Direct Service Personnel annually via a DSP Appreciation week.

- House meeting area held every month to encourage input/comments from residents

63

511

**PRACTIONER LEVEL**

Role/Responsibility: Conduct professional activities with honesty, dignity, integrity, equity, social justice, competence, cultural awareness, and good faith, in a manner that will reflect well upon the organization and the individuals receiving services.

Action Steps	Time Frame	Person Responsible	Benchmarks	Q1	Q2	Q3	Q4
Train staff on the importance of cultural competence within services provided.	FY 2016	Sherry George, Trainer	Staff, including, DSP, Case Managers and Supervisors will attend a cultural competence training .	Staff are trained on the importance of cultural competence within services during initial DHS DSP training as well as specifically addressed through our formal on the job training	Staff are trained on the importance of cultural competence within services during initial DHS DSP training as well as specifically addressed through our formal on the job training	Staff are trained on the importance of cultural competence within services during initial DHS DSP training as well as specifically addressed through our formal on the job training	Staff are trained on the importance of cultural competence within services during initial DHS DSP training as well as specifically addressed through our formal on the job training

CTF currently has in place the following to promote cultural competency:

- Upon hire, all employees are trained on person centered planning, client choice, and communication during their classroom and orientation training. supervisors stressing more on client choice in daily activities, house environment, community involvement, etc. - CTF ILLINOIS revised OJT training has
- Case Managers use their training to develop programming to increase client voice and choice via communication boards, adaptive equipment acquisition, and goals. - Individuals and their guardians have the primary decision-making role in the development in their service plan. Both are to approve the ISP, goals, and services. In addition, individuals complete a person centered planning questionnaire to ensure their choices are implemented within the plan.
- Supervisors and Case Managers assist the individuals in making choices about their homes, by having the client assist with all decorating within the home.

**CONSUMER/CLIENT/ INDIVIDUAL LEVEL**

Role/Responsibility: Begin to build the consumer voice in the overall implementation of culturally responsive practices.

Action Steps	Time Frame	Person Responsible	Benchmarks	Q1	Q2	Q3	Q4
Develop satisfaction survey to be conducted at the end of each year for individuals receiving services	FY 2016	Tracy Wavering, Vice President - Central Region Operations	Guardian Satisfaction surveys have been sent out to all guardians annually to obtain input. New surveys will be developed that are linguistic compenent. Surveys are sent in January.	monthly consumer council meetings continue to be held at the sites, Prior to annual meetings with residents, Case Manager obtains various formal input regarding satification services. This is in addition to the ongoing informal visits and discussions throughout the year	monthly consumer council meetings continue to be held at the sites, Prior to annual meetings with residents, Case Manager obtains various formal input regarding satification services. This is in addition to the ongoing informal visits and discussions throughout the year	monthly consumer council meetings continue to be held at the sites, Prior to annual meetings with residents, Case Manager obtains various formal input regarding satification services. This is in addition to the ongoing informal visits and discussions throughout the year	monthly consumer council meetings continue to be held at the sites, Prior to annual meetings with residents, Case Manager obtains various formal input regarding satification services. This is in addition to the ongoing informal visits and discussions throughout the year

BE  
FY

CTF

<p>Review company consents/releases/questionnaires/training material to ensure easy to understand.</p>	<p>FY 2016</p>	<p>Tracy Wavering, Vice President - Central Region Operations</p>	<p>CTF advisory and advocates group will review current practices and procedures.</p>		<p>We will continue to review our current forms and procedures to become more person centered</p>		<p>CTF ILLINOIS has merged with another agency and are currently working towards CQL certification with focuses on personal centered planning. Company will be making changes within policies and practices this coming year to improve in this area. In addition, CTF ILLINIOS currently has an Advocacy Program in Charleston and are working on opening up on in Champaign.</p>
--	----------------	---	---	--	---	--	--

35

CTF

**CHAMPAIGN COUNTY *Developmental Disabilities* BOARD**

Grant Funded Program - Quarterly Program Activity/Consumer Service Report: **Fourth Quarter**

**Agency: CCRPC**

**Program: Head Start/Early Head Start**

**Report Period: June 1 to August 31 2016**

DUE Jan. 15, April 15 & July 15

Service Categories	Community Service	Service/Screening	New NON-Treatment Plan Clients (NTPC)		New Treatment Plan Clients (TPC)		Other
	Events (CSE)	Contacts (SC)					
Annual Target(s)	1	600	continuing 0	55	continuing 30	60	8
Quarterly Data	3	57		30		24	2
Cumulative Annual Data	10	731		208	43	85	26
	10	731		208	43	85	26

**Comments:**

**Community Service events** are Birth to 6 Council meetings, Mental Health Advisory Committee, Health Advisory meetings, and Infant Mental Health meetings.

**Service/Screening contacts** consist of Social Emotional Room Observations, ASQ SE screenings of children, and individual child observations.

**Non-Treatment clients** are parent and/or teacher meetings to discuss concerns of a child, ISP (Individual Success Plan) meetings, parent support groups, and parent trainings.

**Continuing Treatment Plan clients** were in counseling or had a behavior plan carry over from last year.

**New Treatment Plan clients** are new clients seen individually for counseling, have a new behavior plan, or have new individual social emotional goals written for them.

**Other** consists of mass screening events, staff training, SE news blips for parent newsletters, and Policy Council.

**Cumulative data** is added to each new quarter's data for cumulative data for fiscal year to date numbers.

**Definitions:**

**Annual Target:** Number(s) of CSE, SC, TPC or NTPC projected in Utilization Section II of Program Plan

**Community Service Events** Number of contacts (meetings) including public presentations (including mass media shows and articles), consultations with community groups and/or caregivers, class advocacy, and small group workshops to promote program.

**Service Contacts/Screening Contacts** Number of phone and face-to-face contacts with consumers who may or may not have open cases in this program - includes information and referral contacts or initial assessment/screenings or crisis services.

36

CCRPC-HS/EHS

**Treatment Plan Clients**

Number of New clients with treatment plans written in the first quarter.

**NON- Treatment Plan Clients-**

New clients this quarter with case records but no treatment plan - includes: recipients of material assistance, non-responsive outreach cases, cases closed before a plan was written because the client did not want further service beyond first few contacts or cases assessed for another agency.

37

CCRPC-HS/EHS

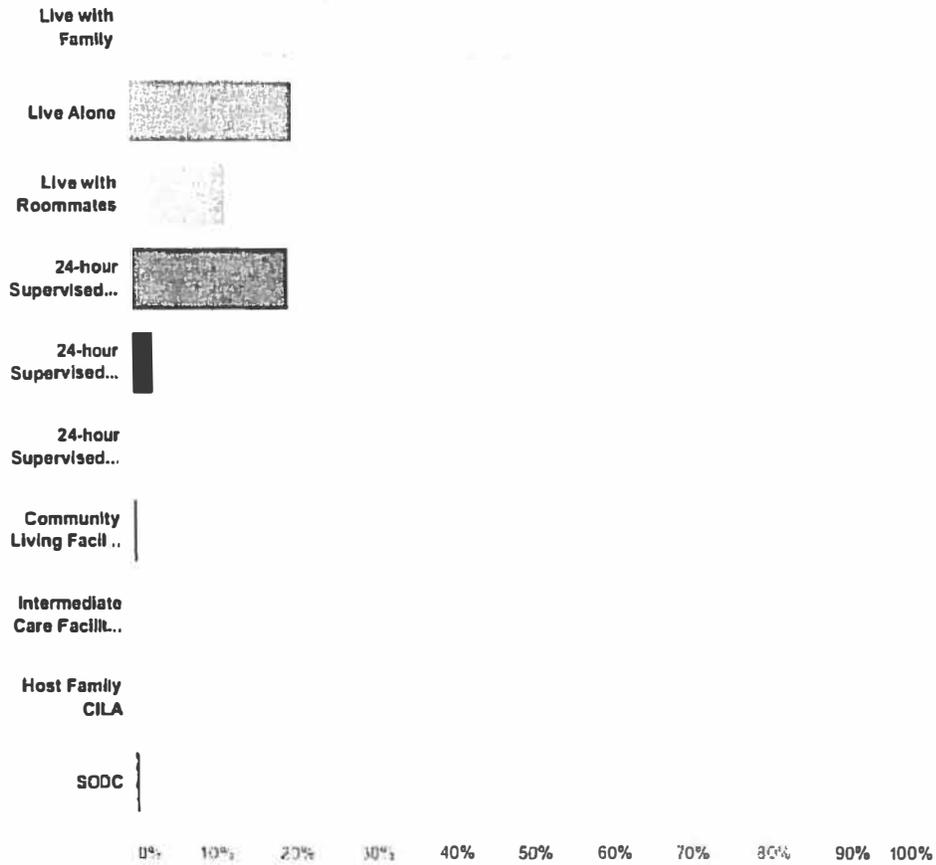
**Q1 Personal Background and Social Summary (Provide a one-paragraph overview of the individual including a brief summary of the person's background, skills, and abilities, personal likes and dislikes current and future vision/hopes, relationships with family members and support staff)**

Answered 107 Skipped 2

Answers documented and on file.

### Q2 What is your preferred living arrangement?

Answered: 302 Skipped: 7



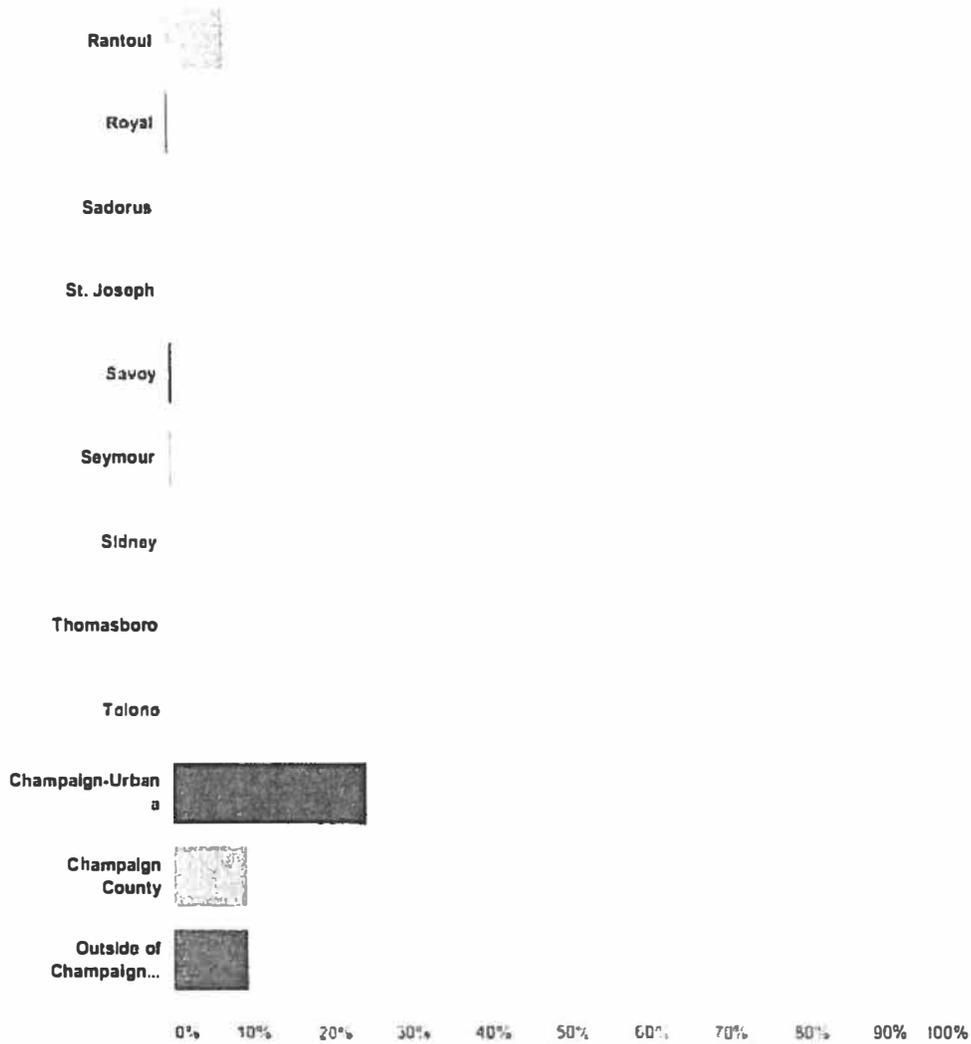
Answer Choices	Responses	Count
Live with Family	58.28%	176
Live Alone	20.20%	61
Live with Roommates	11.92%	36
24-hour Supervised Group Home (CILAI) - Single Bedroom	19.54%	59
24-hour Supervised Group Home (CILAI) - Shared Bedroom	2.65%	8
24-hour Supervised Group Home (CILAI)	2.98%	9
Community Living Facility (CLF)	0.33%	1
Intermediate Care Facility (ICF/DD)	0.00%	0
Host Family CILA	0.00%	0
SODC	0.33%	1

**Q3 Where do you want to live? (City, county, or geographic region; near friends, transportation, desire to learn skills to use public transportation, near employment, near day time activity, recreational services)**

Answered 309 Skipped 0



40



**Answer Choices**

**Responses**

Answer Choices	Responses	Count
Ludlow	0.32%	1
Urbana	12.94%	40
Bondville	0.32%	1
Broadlands	0.00%	0
Champaign	22.01%	68
Dewey	0.00%	0
Fisher	0.97%	3
Foosland	0.00%	0
Gifford	0.32%	1
Homer	0.00%	0
Ivesdale	0.00%	0

41

ISC Preference Assessment 2015

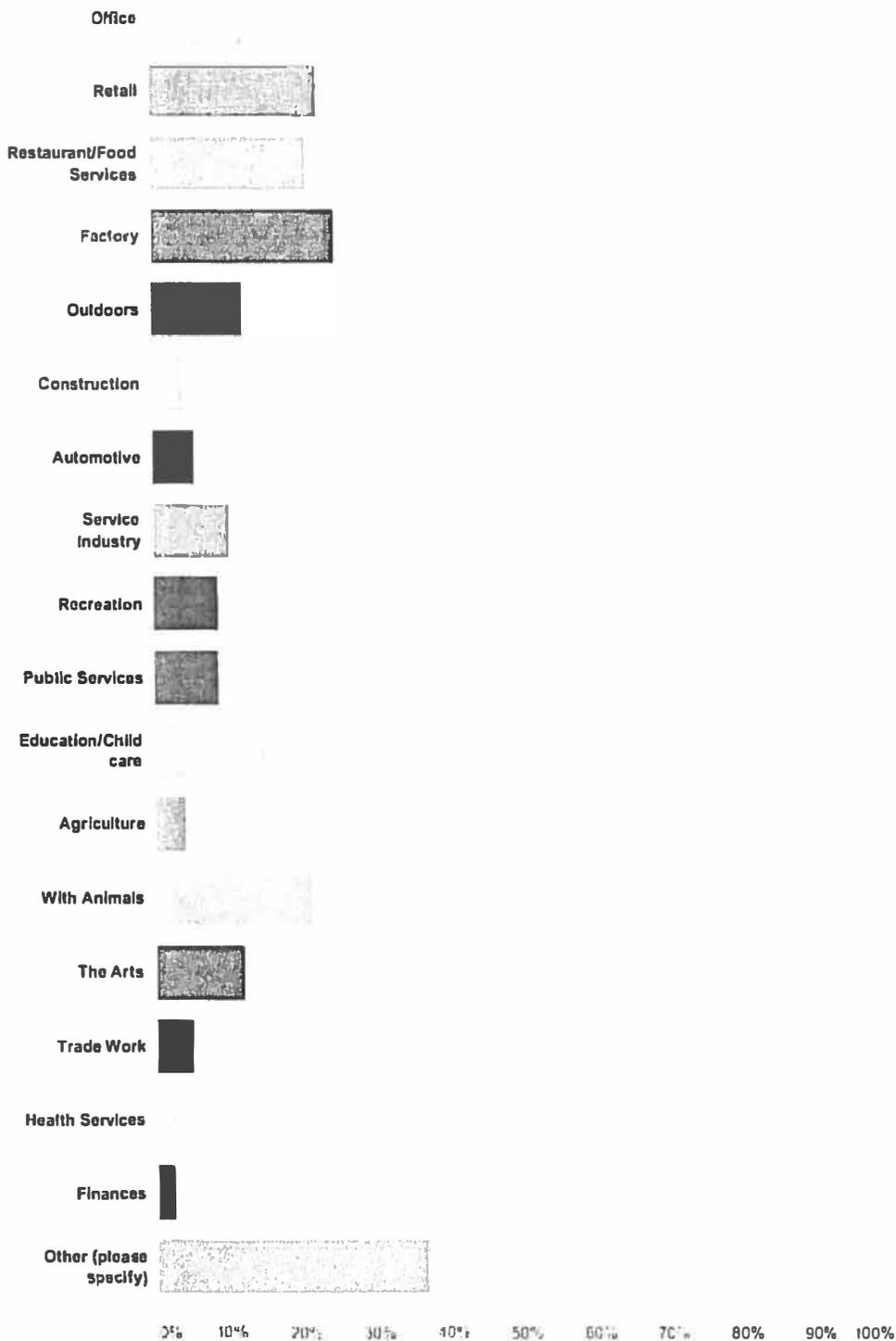
SurveyMonkey

Longview	0.00%	0
Mahomet	4.85%	15
Ogden	0.32%	1
Penfield	0.32%	1
Pesotum	0.32%	1
Philo	2.91%	9
Rantoul	7.44%	23
Royal	0.32%	1
Sadorus	0.00%	0
St. Joseph	1.62%	5
Savoy	0.65%	2
Seymour	0.32%	1
Sidney	0.00%	0
Thomasboro	0.00%	0
Tolono	0.97%	3
Champaign-Urbana	24.27%	75
Champaign County	9.39%	29
Outside of Champaign County	9.39%	29
<b>Total</b>		<b>309</b>

42

### Q4 Employment or Volunteer

Answered 285 Skipped 24



Answer Choices

Responses

43

ISC - Preference Assessment 2015

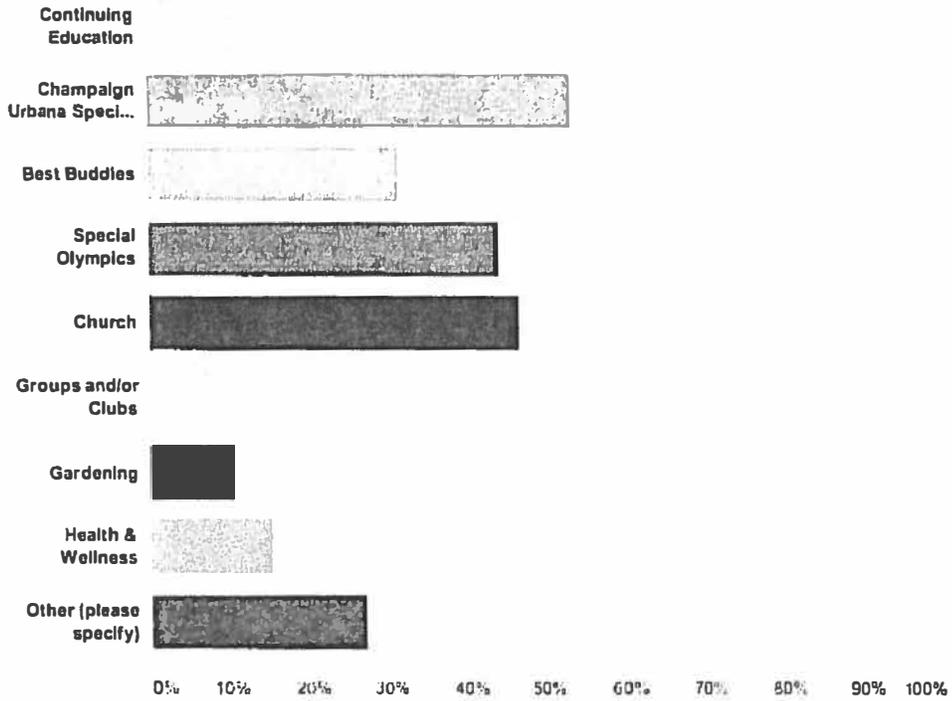
SurveyMonkey

Office	12.63%	35
Retail	22.81%	65
Restaurant/Food Services	21.05%	60
Factory	24.91%	71
Outdoors	12.28%	35
Construction	4.21%	12
Automotive	5.61%	16
Service Industry	10.53%	30
Recreation	8.77%	25
Public Services	8.77%	25
Education/Childcare	14.74%	42
Agriculture	4.21%	12
With Animals	21.05%	60
The Arts	11.93%	34
Trade Work	4.91%	14
Health Services	2.46%	7
Finances	2.46%	7
Other (please specify)	36.84%	105

Total Respondents: 285

### Q5 Community Opportunities

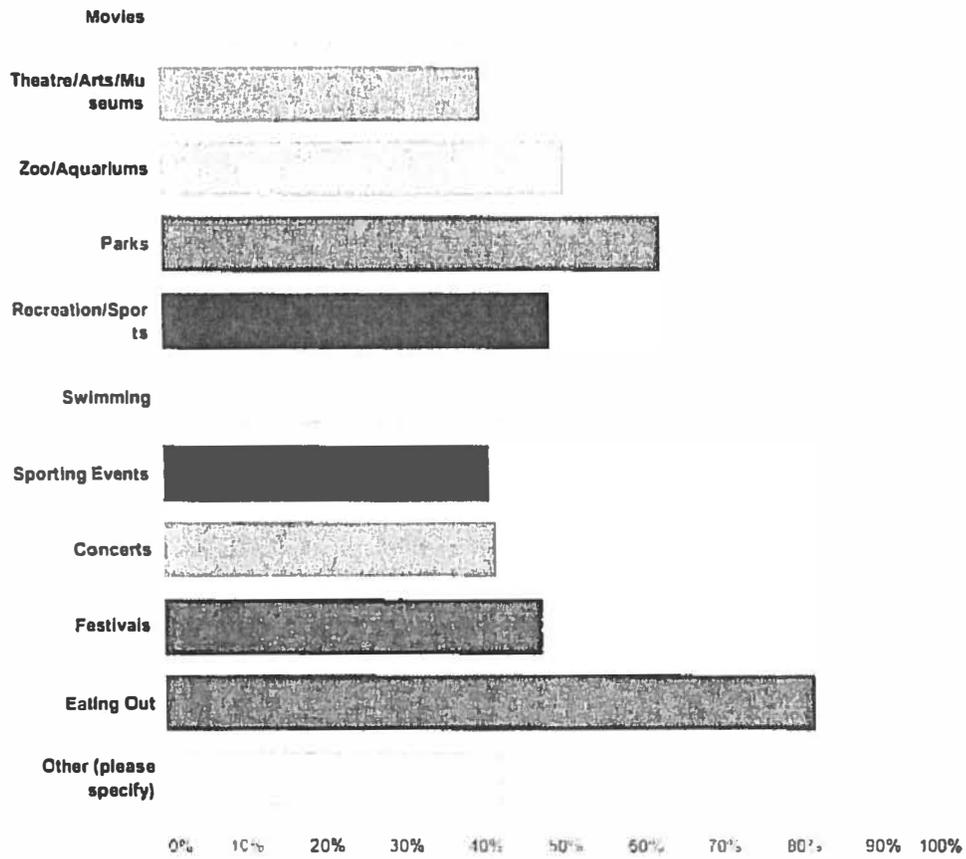
Answered 278 Skipped 31



Answer Choices	Responses	Count
Continuing Education	10.79%	30
Champaign Urbana Special Recreation (CURSR)	53.24%	148
Best Buddies	31.29%	87
Special Olympics	43.88%	122
Church	46.40%	129
Groups and/or Clubs	23.02%	64
Gardening	10.43%	29
Health & Wellness	15.11%	42
Other (please specify)	26.98%	75
<b>Total Respondents:</b>		<b>278</b>

### Q6 Leisure

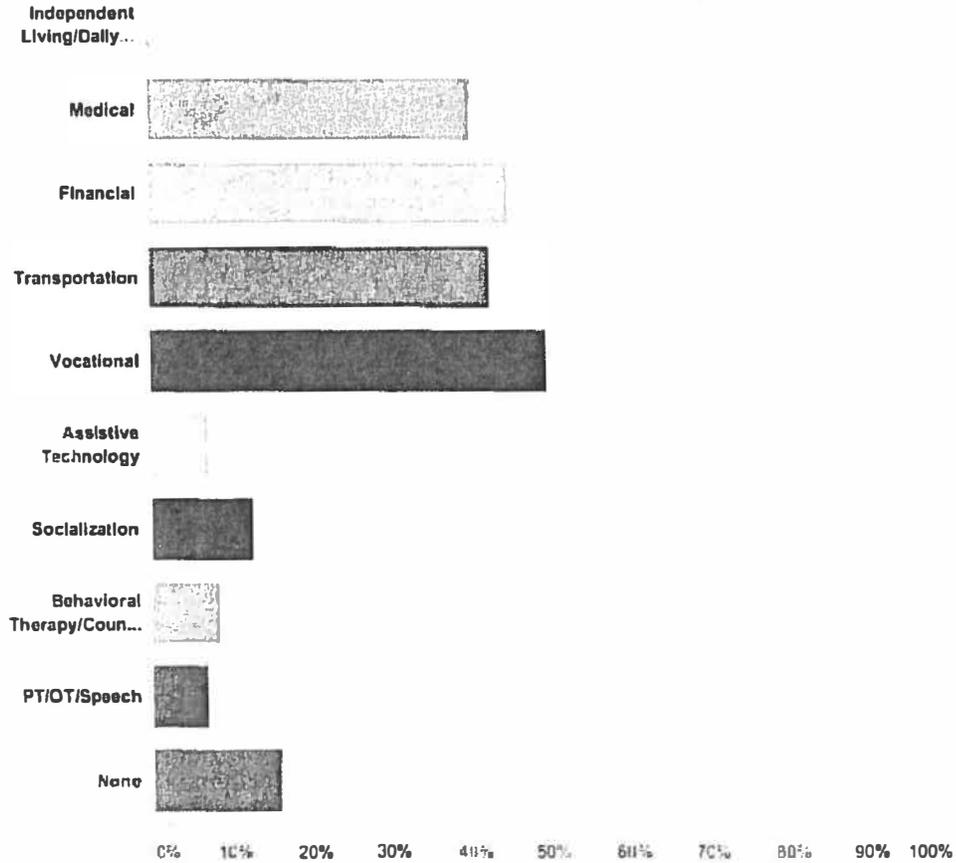
Answered 300 Skipped 9



Answer Choices	Responses	Count
Movies	76.67%	230
Theatre/Arts/Museums	40.33%	121
Zoo/Aquariums	50.67%	152
Parks	62.67%	188
Recreation/Sports	48.67%	146
Swimming	46.67%	140
Sporting Events	41.00%	123
Concerts	41.67%	125
Festivals	47.33%	142
Eating Out	81.67%	245
Other (please specify)	42.33%	127

**Q7: What kind of supports do you need?- Question was open-ended but answers fell into the following categories.**

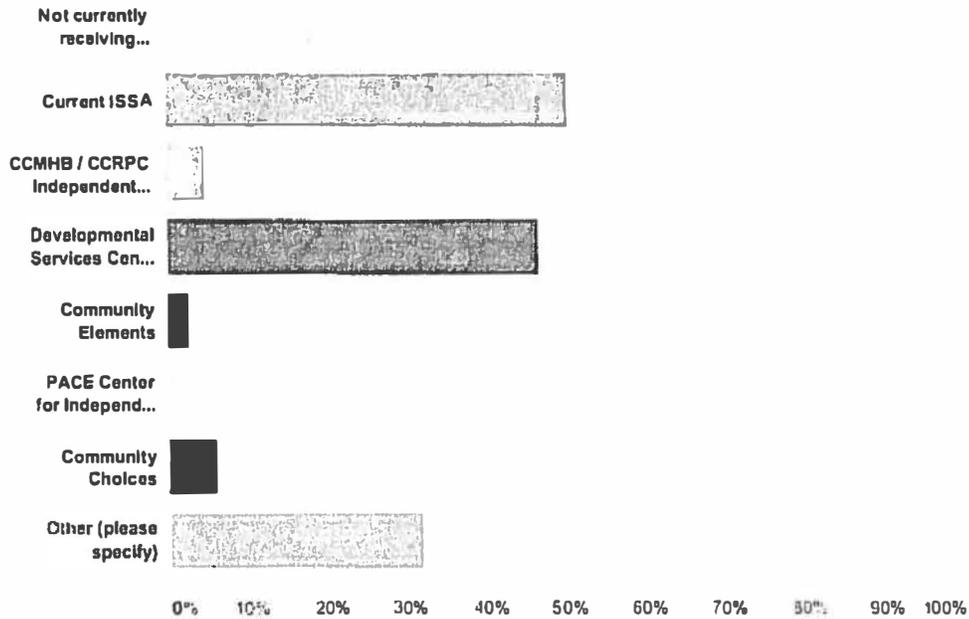
Answered 309 Skipped 0



Answer Choices	Responses	Count
Independent Living/Daily Living	69.58%	215
Medical	40.13%	124
Financial	44.98%	139
Transportation	42.39%	131
Vocational	49.51%	153
Assistive Technology	7.12%	22
Socialization	12.62%	39
Behavioral Therapy/Counseling	8.41%	26
PT/OT/Speech	6.80%	21
None	15.86%	49

### Q8 Are you currently receiving case management services? If so, where?

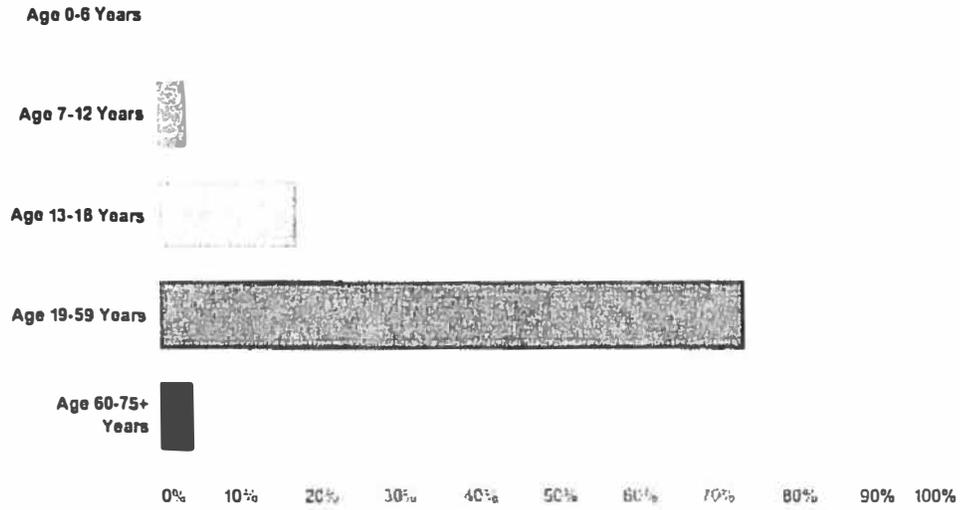
Answered 274 Skipped 35



Answer Choices	Responses	Count
Not currently receiving services	18.25%	50
Current ISSA	50.36%	130
CCMHB / CCRPC Independent Service Coordination	4.74%	13
Developmental Services Center (DSC)	46.35%	127
Community Elements	2.55%	7
PACE Center for Independent Living	0.73%	2
Community Choices	5.84%	16
Other (please specify)	31.75%	87
<b>Total Respondents:</b> 274		

### Q10 Age Group

Answered 265 Skipped 44

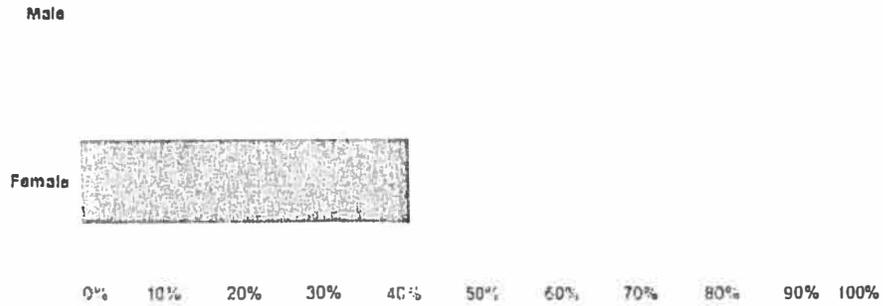


Answer Choices	Responses	
Age 0-6 Years	1.13%	3
Age 7-12 Years	3.77%	10
Age 13-18 Years	17.36%	46
Age 19-59 Years	73.58%	195
Age 60-75+ Years	4.15%	11
<b>Total</b>		<b>265</b>

49

### Q11 Gender

Answered: 296 Skipped: 13

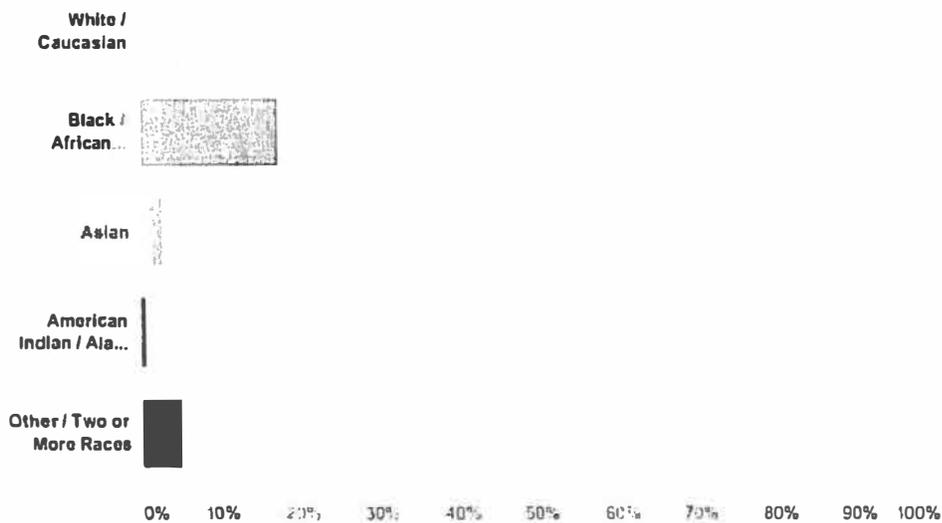


Answer Choices	Responses	
Male	59.12%	174
Female	40.88%	121
Total		296

50

### Q12 Race

Answered 296 Skipped 13

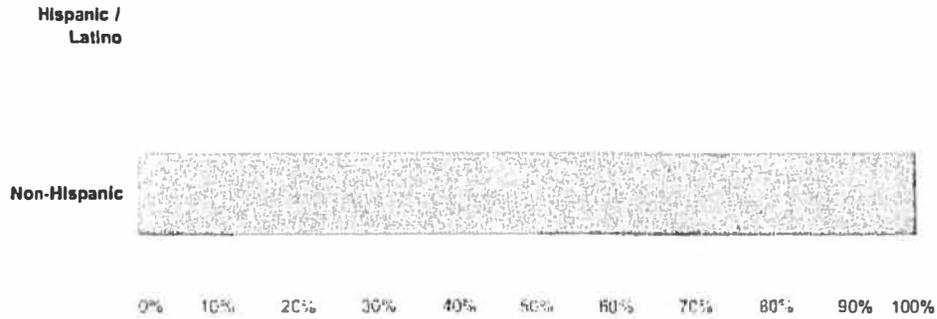


Answer Choices	Responses	Count
White / Caucasian	74.32%	220
Black / African American	17.23%	51
Asian	2.70%	8
American Indian / Alaska Native	0.68%	2
Other / Two or More Races	5.07%	15
<b>Total</b>		<b>296</b>

51

### Q13 Ethnicity

Answered 296 Skipped 13



**Answer Choices**

Hispanic / Latino

Non-Hispanic

**Total**

**Responses**

**2.36%**

**97.64%**

7

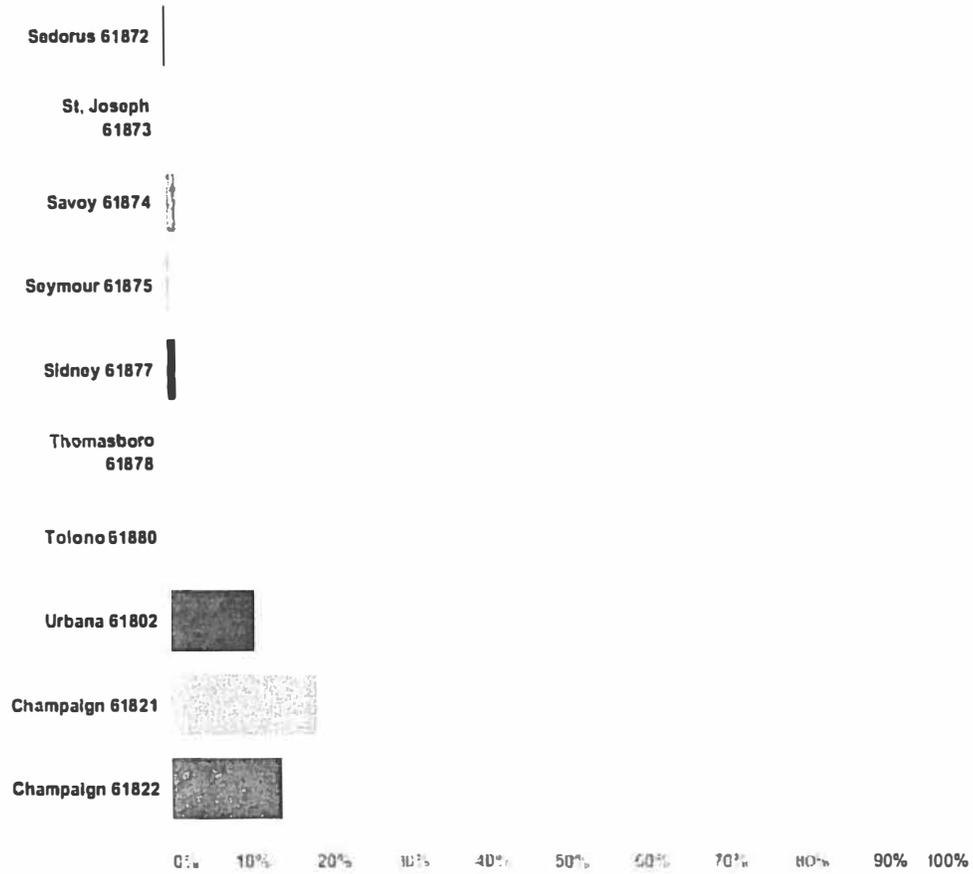
289

**296**

### Q14 Zip Code

Answered 309 Skipped 0





**Answer Choices**

**Responses**

Answer Choice	Percentage	Count
Ludlow 60949	0.65%	2
Urbana 61801	16.18%	50
Bondville 61815	0.32%	1
Broadlands 61816	0.85%	2
Champaign 61820	7.44%	23
Dewey 61840	0.00%	0
Fisher 61843	1.29%	4
Foosland 61845	0.00%	0
Gifford 61847	0.65%	2
Homer 61849	0.85%	2
Ivesdale 61851	0.00%	0
Longview 61852	0.00%	0
Mahomet 61853	7.12%	22
Ogden 61859	0.65%	2

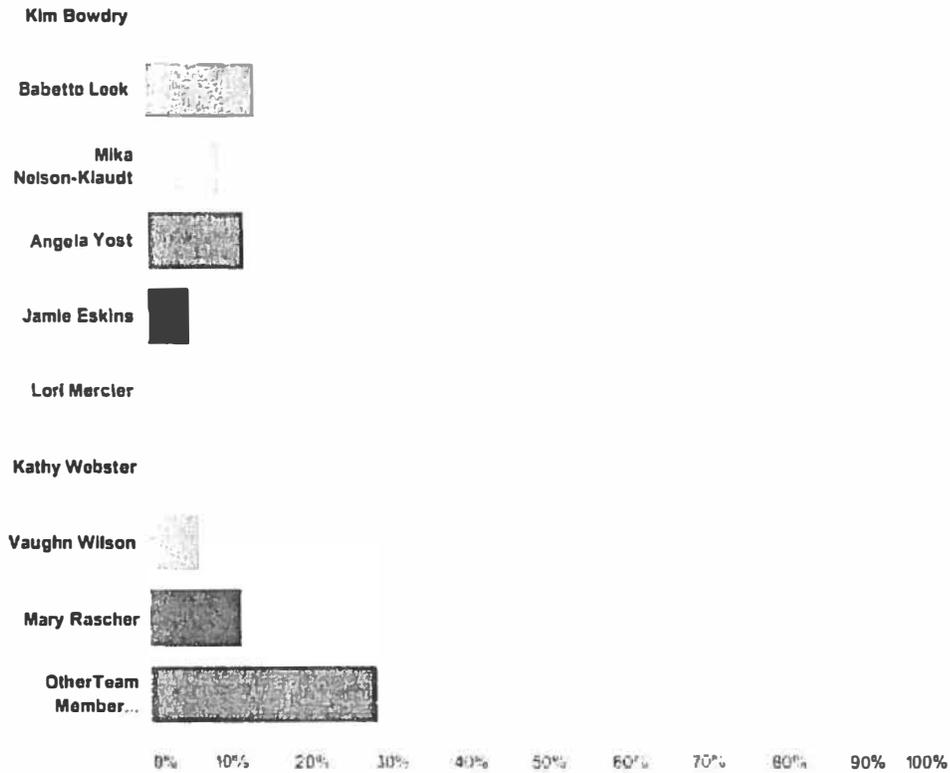
ISC Preference Assessment 2015 - 4

SurveyMonkey

Penfield 61862	0.32%	1
Pesolum 61863	0.32%	1
Ph lo 61864	3.88%	12
Rantoul 61866	11.33%	35
Royal 61871	0.00%	0
Sadorus 61872	0.32%	1
St Joseph 61873	2.27%	7
Savoy 61874	1.29%	4
Seymour 61875	0.32%	1
Sidney 61877	0.97%	3
Thomasboro 61878	0.00%	0
Toiono 61880	1.29%	4
Urbana 61802	10.36%	32
Champaign 61821	18.12%	56
Champaign 61822	13.59%	42
<b>Total</b>		<b>309</b>

### Q15 ISC Coordinator/Surveyor

Answered: 303 Skipped: 6



Answer Choices	Responses	Count
Kim Bowdry	13.53%	41
Babelle Leek	13.86%	42
Mika Nelson-K audt	9.24%	28
Angela Yost	12.21%	37
Jamie Esk na	5.28%	16
Lori Mercier	0.00%	0
Kathy Webster	0.00%	0
Vaughn Wilson	6.27%	19
Mary Rascher	11.55%	35
Other Team Member Completing Survey	28.05%	85
<b>Total</b>		<b>303</b>

56

**Champaign County Regional Planning Commission  
Cultural Competency Plan 2016**

<b>Policy and Governance Level</b>				
External and internal communication reflects effective flow of information to/from the agency and its diverse stakeholders; policies and procedures promote cultural and linguistic values.				
Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Complete
Supervisor contact information included on 'Rights and Responsibility' form signed by each client	ongoing	Program Manager / Supervisor	Supervisor responds to 100% of client calls within one business day	Case Management supervisor responded to calls
Plan regular supervisions with intake and direct service staff regarding work with clients	ongoing	Supervisor / Staff	Direct service staff have weekly supervisions	ongoing
Plan regular team meetings to share information	ongoing	Supervisor / Team	Regular team meetings are provided	1 Community Services Division Meeting, 4 Case Management team meetings, 24 No Limits team meetings, 12 CDS team meetings, 12 ISC team meetings
Quarterly outreach events provided by each team	ongoing	Team	Produce 10 media/outreach/events to promote Community Services	
Recruit board members from client base	ongoing	Team	CCRPC, CAB, Senior Services Advisory Board and CDS include client representatives	06/2016 - Community Action Board new member reflect senior client representative
Cultural and Linguistic Competence Plan is updated annually through board, staff, client and partner input	ongoing	Program Managers	Plan updated with input from board, staff, client satisfaction surveys, funder and partner comments	02/2016 - FY16 Cultural and Linguistic Plan approved
Wellness at Work Program incentivizing employee health	quarterly	Human Resource Director	Submission of wellness efforts provided by employees quarterly and paid day off awarded quarterly by random drawing	ongoing
Conduct community needs assessment	annually	Community Services Director	Community stakeholders provided survey to provide information on community needs	02/2016 - Community Needs Assessment - Board & Staff 02/2016 - Community Needs Assessment - Community at Large

59

<b>Administration / Management Level</b>				
Services are accessible and welcoming to populations served.				
Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Complete
Ensure services are geographically accessible and available at convenient times, with considerations for language, cultural diversity and disability as needed	ongoing	Director / Program Managers	Intake center is located in accessible area, services are provided in convenient locations which may include clients home and brochures are available in Spanish	10/2014 - Independent Service Coordination opened 3rd location at Mattis office. 10/2014 - No Limits moved 2nd location to centrally located Youth Assessment Center
Recruit, train and evaluate staff to support diversity and cultural competence of the agency.	when openings occur	Director / Program Managers	100% of staff reflect target population and are trained in cultural competency	04/2016 - New Youth Assessment Center team member fluent in Spanish 08/2015 - VISTA Worker fluent in Spanish 08/2015 - Fall session intern is fluent in Spanish 01/2015 - Two spring session interns are fluent in Spanish 12/2014 - New Youth Assessment Center team member is fluent in Spanish 10/2014 - New No Limits team member is fluent in Spanish
Utilize universal assessments tools that identify both strengths and challenges as well as demographic information that can be used in developing service plans	ongoing	Case Managers	100% of service plans and agreements are written based on information learned from assessments	ongoing
Develop communication and language assistance protocol for staff to access language assistance.	ongoing	Case Managers	When necessary translators and/or interpreters are used	01/2016 - County Translators List updated and distributed

CCRPC-ISC

**Practitioner Level**

Stigma associated with requesting/receiving needed services is reduced, screening and assessment identify factors of race, ethnicity, culture, age, disability, language that may guide service plans and use of natural supports and referrals, resources and supports used will reflect diversity of populations served.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Complete	
Provide staff continuing education activity on identifying and using natural supports	ongoing	Director / Program Managers	100% of staff participate in continuing education activities	07/2016 - "Your Money, Your Goals" Training Session 07/2016 - "Commonly Used Medications in Individuals with I/DD" Training Session 06/2016 - IACAA Executive Leadership Training 05/2016 - "Identifying, Engaging and Empowering Families: A Charge for Juvenile Justice Agencies" Training Session 04/2016 - SOAR Training, "Housing Access and Stability" 03/2016 - IDHS Medicaid Renewal / Redetermination training 02/2016 - DCFS Statewide Providers Database training 02/2016 - "Lessons Learned: Experience & Outcomes for people with intellectual and Developmental Disabilities and their families in managed health care" seminar 02/2016 - "Youth with Intellectual & Developmental Disabilities in Juvenile Justice" training 01/2016 - Americans with Disabilities Act (ADA) Champaign County-wide Staff Training 01/2016 - Supported Decision Making training 01/2016 - WIOA Orientation: A Pathway to Employment & Training Opportunities 12/2015 - Confidentiality Training 12/2015 - Homeless Service Providers in the East Central region of IL Collaborative Cross Training 12/2015 - Risk Assessments for Home and Community-Based Waiver Program training 11/2015 - "Youth Leadership for Restorative Justice" training 11/2015 - "A Scenario-Based Approach to Financial Aid" FASFA Training 10/2015 - Cardiopulmonary Resuscitation Training (CPR) 10/2015 - "disABILITY" Resource Expo 09/2015 - Illinois Relay Service (TTY) training 09/2015 - "SSA Benefits & Creative Job Development Strategies" training session 08/2015 - IDHS "Conversion from ICD-9 to ICD-10 Codes" training 08/2015 - Office of Inspector General (OIG) Rule 50 Training 07/2015 - IL AIRS Conference 06/2015 - Central Illinois Volunteerism Conference 06/2015 - "Sharpening Your CoC Program Skills" training session 05/2015 - IACAA "Community Assessments" training 04/2015 - The Arc Annual Convention (Best Practice / National Trends) 04/2015 - Linguistic and Cultural Competence Guidelines and Plan Development 02/2015 - "Coaching: Implementing Self-Directed Work Teams" IACAA seminar 01/2015 - "Appreciating difference as a path to personal growth: diverse worship styles and food" Seminar by Alan Kim 01/2015 - "Modifications of Ligas Transition Service Plan" training	
Inform the community of client's progress and success	ongoing	Program Manager	Create a No Limits video to show at scheduled outreach events and meetings		

**Consumer Level**

Consumer input will be used in developing interventions/service plans

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Complete
Using the "Got Goals" workbook, No Limits clients guide their goal plans;	ongoing	Consumer / Case Managers	100% of client plans are developed using client workbook.	ongoing
Peer Court respondents are invited to serve on Peer Court following their station adjustment	ongoing	Consumer / Case Managers	20% of youth will be trained as peer jurors	ongoing
Mediation agreements are developed by the victim and respondent	ongoing	Consumer / Case Managers	100% of mediation agreements will be developed by victim and respondent.	ongoing
Consumer transition plans will be written with input from consumers and their guardians	ongoing	Consumer / Case Managers	100% of transition plans will be written with direct input from consumer	ongoing
Client satisfaction will guide service provision through continuous quality improvement efforts.	ongoing	Consumer / Case Managers	75% of clients will respond to surveys and information will be used to improve services.	ongoing

58

CGRP-C-15C



44 E Main, Suite 419, Champaign, IL 61820  
(217) 621-1090  
www.communitychoicesinc.org

CC

## Performance Measure Outcomes, FY 2016: Community Living Program

### Community Transitional Support

*(Goal: 15 individuals)*

- Number individuals served: 17
  - Number individuals living independently in the community: 15
  - Number individuals with guardians: 4
  - Number individuals with payees: 10
  
- Individual Plans and Assessments:
  - Number of individuals completing person-centered plans: 8
  - Assessments:
    - Number of "Personal Outcome Measures" completed: 13
    - Number of Life Skills Inventories completed: 15
    - Number of Circles of Support forms completed: 14
  
- Individual Supports and Outcomes:
  - Individuals meeting personal goals: 16
    - Examples of goals met: Moving into a new apartment, learning to change a tire, preparing home-made meals to freeze, set up payment plan for debts and paid them off, making independent home repairs, starting a savings plan, studied for a got a learner's driving permit, applied to and was accepted to Parkland College, set up one's own wireless network, got a bike, and obtained a DASH card
  - Skills learned by individuals: 23
    - Examples of skills learned: How to take the MTD to multiple desired destinations, how to access and use the library, how to make basic home repairs, how to walk to the area grocery store, how to cook numerous recipes, and how to independently budget and pay bills with a household of roommates
  - Additions to individuals' support networks: 6
    - Examples of support network additions: Joining social groups, setting up an exercise group, joining a video game club
  
- Planning Phase:
  - Number of individuals completing the planning phase: 5 (2 in process)

*(Goal: 5 individuals complete planning phase)*

- **Move-Out Phase**  
(Goal: 3 individuals move out)
  - Number of individuals currently in the Move-Out phase: 10
  - Number of individuals who moved out of their family home: 2
  - Number of individuals who moved to a more ideal living situation: 3
  
- **Post-Move (Reaching-Out) Phase**  
(Goal: 7 individuals complete the post-move phase)
  - Number of individuals beginning the Reaching-Out phase: 5

### **Life skills classes**

(Yearly goal: 5 classes)

- **Number of classes offered: 5**
  - **Getting Ready to Move Out (6 participants)**
    - Participants explored the process and logistics of moving into an apartment for the first time. This covered apartment hunting, budgeting, communication with landlords, and maintaining one's home.
  - **Cooking Chicken (5 participants)**
    - Participants received hands-on instruction on how to cook a variety of recipes with chicken. Emphasis was on building skills that could be generalized to other recipes.
  - **Making, Maintaining and Moving on – Relationships (16 participants)**
    - Participants explored the process for and skills needed to make friends, maintain good relationships, and how and when to move on from relationships.
  - **Men's Group (3 participants)**
    - Men had a facilitated venue for discussing their experiences, feelings, and lives with peers.
  - **Women's Group (3 participants)**
    - Women had a facilitated venue for discussing their experiences, feelings, and lives with peers.

### **Accomplishments Beyond our Deliverables**

- **Home-Based Service Facilitation (Funded by State of Illinois)**
  - **Number of individuals served: 32**
    - **Number of visits with individuals and families: 46**
    - **Number of individual goals met: 8**
      - Examples of goals met: wearing clean clothes each day, exercising multiple times per week, attending a social activity one per month, learning to read food labels, using a debit card, mowing the lawn,



CC

44 E Main, Suite 419, Champaign, IL 61820  
(217) 621-1090  
www.communitychoicesinc.org

## **Performance Measure Outcomes, FY 2016: Customized Employment Program**

### **Discovery/Career Planning**

*(Goal: 7 Individuals)*

- Number of individuals completing the Discovery Process: 11

### **Job Matching**

*(Goal: 5 Individuals get paid jobs, 2 Individuals get unpaid volunteer or internship jobs)*

- Number of individuals acquiring paid jobs: 6
- Number of individuals acquiring unpaid volunteer or internship jobs: 3

### **Short-term Employment Support**

*(Goal: 7 Individuals)*

- Number of individuals receiving short-term support on-the-job: 9

### **Long-term Employment Support**

*(Goal: 30 Individuals)*

- Number of individuals receiving long-term support: 28
- 22/28 (78.5%) of Individuals retained their job during the year
  - 5 individuals quit, 1 individual 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 vacation pay issues, assisted in requesting time off, assisted in changing availability of shifts, assisted in requesting medical leave of absence for mental health, assisted with helping individuals understand their SSI benefits, supported at team meetings
- 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, Illinois Imagine, Disability Expo, the Crisis Response Planning Committee, Cunningham Children's Home, Community Elements, IAG, DSC, including collaboration on the Employment 1<sup>st</sup> Initiative

61



CC

44 E Main, Suite 419, Champaign, IL 61820  
(217) 621-1090  
www.communitychoicesinc.org

## **Performance Measure Outcomes, FY 2016: Self-Determination Program**

### **Building Community Capacity**

- Partnered with the following community entities: Salt & Light, UIUC Special Education Department, UIUC Social Work Department, CSH (Corporation for Supportive Housing)
  - Developed a framework for Community Partnerships and a developed a categorized list of potential partners
- Supportive Living: Worked with CSH to adjust their training materials, attended CSH conference with area families, Developed Moving-Out process materials, Discussed supportive living at a family meeting, initiated and started a Supportive Housing Workgroup with families
- Policy Change: Participated in workgroup on Alternative Day Options, Attended Quality Conference in Springfield, Discussed importance of Natural Supports with Director Greg Fenton, Focused on identifying policy changes needed to encourage the growth of the Employment 1<sup>st</sup> opportunities for individuals and organizations

### **Family Support and Education**

- Family Informational and Networking meetings: 8
  - Topics covered: Time banking, Community living successes, Employment successes, Assistive Technology, MTD services, Membership and Organizational Discussion, Housing options, Life and Financial Planning for adults with disabilities
- Family Gatherings: 4

### **Social Opportunities**

- **Self-Advocacy**
  - *Local Project:* "Step Up to Leadership" class developed with support from self-advocates
    - "Step up to Leadership" class offerings: 2
      - Total Class Sessions: 16
      - Total Class Participants: 19
      - Skills Acquired: Leaderships, Self-Advocacy, Professionalism, Interviewing, Self-Confidence, Decisions-Making, Communication, Goal Planning, Organization
    - Statewide events attended: 2
      - Speak Up, Speak Out Summit – Springfield, IL: 6 Self-advocates attend
      - Going Home Rally – Springfield, IL: 4 Self-advocates attend
- **Social Engagement**
  - Number of Social Events held: 51

62

- Number of new Social Event participants this year: 4
  - Types of events for individuals with disabilities: Dinner, Lunch Clubs, Farmers Market, Illinois Women's Basketball game, Illini Hockey game, Ice Skating, Costume Bowling, Virginia Theater tour and lunch, E-Fest Indoor Electric Remote Control Fest, Illini Men's Gymnastics, Urbana Uncorked, Sholem Aquatic Center, Movie Theater, Trip to the Science and Engineering Museum in Chicago
  - Types of events for individuals and families: Fall Bonfire, Holiday Party, Spring Party, and Pool Party
  
- **Social Coaching**
  - Number of individuals participating Co-op Clubs (Clubs supported and coached by CC staff, but initiated and maintained by an individual with a disability): 17
    - Types of Co-op clubs initiated by individuals and support by Community Choices staff:
      - Cooking Club (6 club meetings)
      - Movie Club (1 club meeting)
      - Wii Club (4 meetings)
    - Types of Supports offered for Co-op Clubs: Kick-off event and materials, planning meetings with organizers, support with logistics, scheduling, and accommodations
  
- **Community Connections**
  - Number of individuals making connections with community groups: 3
    - Individuals with continued independent connection to a community group: 1 (C-U Poetry Club)

**Accomplishments beyond our deliverables:**

- Individuals are made aware of additional community social events monthly and encouraged to participate without direct staff support.
- Significant effort and time devoted to working with a family as they and their adult son as they build natural supports. Community Choices staff facilitated multiple family and individual meetings and created a *Family Plan* framework.
- Four inclusive, public, co-sponsored events with community groups were planned, two were executed. (Funded by the Illinois Council of Developmental Disabilities "A Life Like Any Other" grant).

**Community Choices Cultural and Linguistic Competence Update  
FY 2016 – Quarter 4**

**POLICY AND GOVERNANCE LEVEL**

**Role/Responsibility: Develop and implement policies that will promote cultural and linguistic values within Community Choices' organizational structure.**

69

Action Steps	Time Frame	Person(s) Responsible	Progress
Review Cultural and Linguistic Competence Plan	June 30, 2015	Board of Directors	FY 2016 CLC plan approved by Board of Directors on 2-24-15.
Continue policy and procedure for provision of interpretation services	June 30, 2015	Board of Directors	Policy reviewed and approved by Board of Directors 11-24-15.
Conduct annual organizational Cultural Competence Self-Assessment	March 31, 2016	Board of Directors	Completed self-assessment 3-2016.
Complete Cultural Competence training	March 31, 2016	Board of Directors	Training incomplete
Begin to identify and recruit diverse membership on the Board of Directors	June 30, 2016	Board of Directors	New board member approved 3-10-2016 who is African American and a local attorney.

CC

**Community Choices Cultural and Linguistic Competence Update  
FY 2016 – Quarter 4**

**ADMINISTRATION/MANAGEMENT LEVEL**

**Role/Responsibility: Develop an organizational structure, administrative guidelines, and system of evaluation to ensure that services are effective, efficient, accessible, and of high quality.**

65

Action Steps	Time Frame	Person(s) Responsible	Progress
Continue to include cultural assessment information in determining initial and ongoing services	June 30, 2015	Membership Coordinator	Intake forms and individual plans include cultural information.
Maintain relationships with bilingual and interpretive resources	September 30, 2015	Executive Director	Cooperative agreements with bilingual and interpretive resources.
Utilize feedback from individuals and families in annual membership meeting	March 31, 2016	Executive Director	Surveys were completed at membership meeting and throughout the renewal process.
Ensure that person-centered, culturally competent approach is taught to all direct staff	September 30, 2015	Management Team	Employee orientation revised to include culture and disability sensitive language. Conducted with new hire 12-14-15.
Complete Cultural Competence training	March 31, 2016	Management Team	Training completed 6-17-2016.
Participate in outreach activities to promote disability and cultural awareness	June 30, 2016	Management Team	Participated in Disability Expo 10-17-15 and Love Corner's Health Clinic 10-24-15
Read and sign new Cultural Competence Plan	July 31, 2015	Management Team	All staff have signed receipts kept in their personnel files.
Recruit diverse staff	June 30, 2016	Executive Director	No formal recruitment plan in place yet.

\*NOTE: The Quality Assurance Committee is made up of individuals and families served.

CC

**Community Choices Cultural and Linguistic Competence Update  
FY 2016 – Quarter 4**

**PRACTITIONER LEVEL**

**Role/Responsibility: Provide person-centered, strength-based, culturally competent services to individuals with developmental disabilities.**

666

Action Steps	Time Frame	Person(s) Responsible	Progress
Work with individual, their personal network, and management to develop and implement person-centered plans	FY 2016	Individual planning teams	Each individual has an individual service plan and notes on progress towards individual goals
Determine meeting times and places with the individual and family.	FY 2016	All	Staff meet with individuals in their homes, at the office, or in public places at times set by the individual.
Identify natural supports and community resources to support the individual and family	FY 2016	Individual planning teams	Individual plans include natural supports and community resources. Open Champaign initiative to help people develop community connections.
Train new staff on cultural competence	March 31, 2016	Executive Director	New staff completed revised and expanded training that includes culturally relevant information on 12-14-15.

**CONSUMER/CLIENT/INDIVIDUAL LEVEL**

**Role/Responsibility: Strengthen the consumer and family voice in the overall implementation of person-centered, culturally responsive practices.**

Action Steps	Time Frame	Person(s) Responsible	Progress
Utilize the self-advocacy group to help plan services and gain feedback	September 30, 2015	Community Support Specialist	Speak Out group shared ideas on 9-10-15. Individuals give suggestions at each social event. New co-op clubs started based entirely on participants' interest
Families complete satisfaction survey and give feedback at annual	March 31, 2016	Executive Director	Surveys completed at annual

8

**Community Choices Cultural and Linguistic Competence Update  
FY 2016 – Quarter 4**

meeting			membership meeting and throughout the renewal process.
Develop services with input from young adults and families	FY 2016	Management team	Individual plans all reflect a personal goal of the participant, co-op clubs formed based on interest, member-driven board develops strategic plans based on member input
Provide informal support to each other	FY 2016	All	Service plans and progress notes reflect cooperative involvement; working to establish a more formal contribution system where people support each other
Read and sign new Cultural Competence Plan	June 30, 2016	Membership Coordinator	Signed annual receipts from individuals served gathered at intake and maintained in individual files.

67

**Coordination of Services: DD/MI**

Annual Performance Report – FY 16

**Consumer Access and Outcomes:**

This program is designed to assist Champaign County residents 18 years of age or older who have a developmental 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, is available to meet with referring parties/potential clients within a 2 week period. If she is 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. Dan Beagles averaged 98 hours a month between 7/01/15-12/31/15 at which time he left our agency. During the third quarter 1/01/16-3 /31/16 while we were recruiting for this position the Community Support Team worked with all but 2 of these clients and put in an additional 78.20 hours. Miranda Hoffman was hired as of 3-21-16 and spent her first 2 weeks in agency training. She had a 2 week vacation during the month of May which was previously planned and pre-approved at the time of her hiring. Ms. Hoffmann's monthly client contact hours averaged 55 hours during the last quarter of FY16. Several clients were closed or had been transferred off this caseload to other case managers in the Community Support program. We are currently re-building the caseload to capacity.

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

Ms. Hoffmann is a strong advocate for this target population and is effective in working with community partners and families, as well as with her individual clients. During FT 16 both Dan Beagles and Miranda Hoffmann participated in 17 Community Service Events and participated on the planning committee for the annual Disability Fair.

**Utilization:**

During FY 16 twenty-two clients received ongoing services. There were 6 screenings of potential clients for services: 2 clients were accepted into the program, 1 client's family refused to initiate services in their behalf, 1 moved out the area after the initial screening, 1 client did not meet eligibility criteria and was referred to the Community Support Team and 1 chose to have services through CHOICES.

The numbers we had targeted for FY16 were lower than we expected in two areas. We had (2 verses 10) new treatment plan clients. We had (6 verses 15) new screenings of clients. First, we feel our ability to engage new clients was slowed down due to the length of time it took to recruit a person with the qualifications and experience essential to work with these dual diagnosed clients (1-09-16/3-21-16). Secondly, there was a much slower rate of referral of new clients to the service (from other intellectual disability providers) over the past year in spite of all our efforts and contacts with these other providers.

POLICY AND GOVERNANCE LEVEL-

**Role/Responsibility:** Guide the Agency's efforts related to Cultural and Linguistic Competency and allocate financial resources necessary for outreach and services to the diverse cultures represented in our community.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Timeline/Progress for Plan of Action
1. The Community Board of Directors reviews the Agency Scorecard that includes key consumer, employee and community demographics.	February	Community Board of Directors	Conducts a review, identifies any trends and determines if any action is necessary	
2. The Community Board of Directors receives updates on cultural competency committee work plan and status of team cultural competency trainings.	Ongoing	Cultural Competency Committee Chair	Directors review to determine if agency teams participated in a cultural competency training at least semi-annually.	
3. The Community Board of Directors reviews the Cultural and Linguistic Competency Plan PRP annually.	October	Community Board of Directors	Review the Cultural Competency Plan PRP.	
4. The Community Board of Directors will review the Cultural Competency Plan.	January	Community Board of Directors	Conducts a review at meeting and determines any action as necessary	
5. The Community Board of Directors will be offered an opportunity to participate in at least one cultural competency	Annually	Community Board of Directors	Board members participate in a training opportunity.	

70

CE

**POLICY AND GOVERNANCE LEVEL-**

6. When Community Board vacancies occur the Board will commit to recruiting a diverse membership.	Ongoing	Community Board of Directors	Vacant positions filled by individuals that build upon the diversity of the board.	
---	---------	------------------------------	--	--

11

CE

**ADMINISTRATION/MANAGEMENT LEVEL**

**Role/Responsibility:** Lead the Agency's efforts related to Cultural and Linguistic Competency and support all stakeholders in active participation to assure the diverse cultures represented in our community are aware of and have access to services.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Timeline/Progress for Plan of Action
1. The Rosecrance Champaign/Urbana (RCU) Leadership Team reviews the Agency Scorecard that includes key demographic	February	RCU Executive Leadership Team	Conducts a review, identifies any trends and determines if any action is necessary	
2. The RCU Leadership Team will address any action items from the Agency Scorecard review and complete action plan(s) as applicable.	July	RCU Executive Leadership Team	If action was necessary, the steps were identified, implemented, and documented.	
3. Supervisory staff will provide a cultural competency training event semi-annually for their teams.	Ongoing	Supervisory staff	Report in monthly All Staff Quality Management Council (QMC) Reports	
4. The RCU Leadership Team will annually review and update the Cultural Competency Plan Policy with Community Board approval as needed.	October	RCU Executive Leadership Team	Review and provide input on the Cultural Competency Plan PRP.	
5. Agency meets accreditation and licensing standards; including those focused on strength-based, consumer driven plans of care.	Determined by auditing cycle. Typically every 2-3 years	RCU Leadership Teams	Audit reports/scores	
6. The Agency will participate, as resources allow, in community events focused on reducing stigma and improving CLC competency including but not limited to MLK, CC Alliance for AIR, and the Community Coalition.	Ongoing	RCU Leadership Team Members	Provide sponsorship or staff resources to support events or educational opportunities.	

22

CE

**PRACTITIONER LEVEL**

**Role/Responsibility:** To be active participants in daily activities to identify and respond to consumer needs related to cultural and linguistic competency, which includes reaching out to the diverse cultures represented in our community.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Timeline/Progress for Plan of Action
1. The CLC Committee reviews the Agency Scorecard that includes key demographic characteristics of consumers, employees and the community.	March	Cultural Competency Committee	Conducts a review, identifies any trends and determines if any action is necessary	
2. Participate in a cultural competency training event	Semi-annually	All Staff	Report of events in monthly All Staff QMC reports.	
3. All Staff will be given the opportunity to review the CLC Plan Policy.	September	All Staff	Review and provide input to the RCU Leadership Team	
4. All Staff will be provided the opportunity to complete the bi-annual agency CLC assessment	Next launch date July 2017	Cultural Competency Committee	Launch of the biennial site assessment.	
5. Carry out the responsibilities contained in the Work Plan for the year.	Ongoing	Cultural Competency Committee	See Cultural Competency Committee Work Plan.	
6. Utilize the language line and/or in person interpreters to provide support and access to non-English and hearing impaired consumers.	Ongoing	All Staff	Language line and/or in person interpreters provided for consumers.	
7. Cultural and Linguist Competency Committee members serve as liaisons to all employees	On-going	Cultural Comp Committee Members	Ideas, questions, comments shared by employees are brought to committee meetings	

73

CE

**CONSUMER/CLIENT/INDIVIDUAL LEVEL**

**Role/Responsibility: Provide outreach and education about our services to the diverse cultures in our community.**

Action Steps	Time Frame	Person(s)	Benchmarks	Timeline/Progress for Plan of
1. Clients will be offered the opportunity to participate in client satisfaction surveys and client ombudsman services.	Ongoing	Chief Executive Officer	Client surveys are provided at pre-determined intervals and ombudsman services are reported to the Community Board of Directors.	
2. Provide educational opportunities and presentations to various diverse groups throughout the year such as churches, civic groups, community groups and other organizations.	Ongoing	Coordinator I-Crisis Line  Program Staff	Events reported in Monthly All Staff QMC Reports	

HL

CE

**Apartment Services:**

1. Measure: The Apartment Services Program will provide services to 63 people.  
FY 16 Target: 63 people  
FY 16 Outcome: A total of 62 people were provided services this fiscal year with DDB dollars. A total of 8559.75 service hours were provided.
2. Measure: Individuals participating in the Apartment Services Program will maintain/make progress toward their independent living skills objectives.  
FY 16 Target: 80%  
FY 16 Outcome: This goal was met at 91% of a random sampling.
3. Measure: Individuals will be given opportunities to explore and/or participate in new activities or hobbies.  
FY 16 Target: 35  
FY 16 Outcome: 36 individuals explored/participated in a new activity or hobby this last fiscal year. Seeking leisure activities of interest to each person in the program continues to be a high priority. Some of the activities this year included: attending a live wrestling event, adopting a cat, sang with men's choir at a new church, getting first tattoo and eating sushi for the first time.

**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 16 Target: 70 individuals  
FY 16 Outcome: 72 individuals received services in the fiscal year.
2. 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 16 Target: 100%  
FY 16 Outcome: 100%
3. 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 16 Target: 100%  
FY 16 Outcome: 100% reviewed
4. Measure: People receiving services will be satisfied with services received:  
FY 16 Target: 90%  
FY 16 Outcome: 100%.
5. Target to have 25 service contacts and 17 were reported.
6. Target to complete two community service events and two were completed.

**Community Employment:**

1. Measure: The Community Employment Program will provide support to 50 people, facilitating the full inclusion of people with disabilities in the workplace and community.  
FY 16 Target: 50 people will be supported in the fiscal year  
FY 16 Outcome: 49 people were supported in the fiscal year

2. Measure: Individuals will maintain their job for at least one year.  
FY 16 Target: 75%  
FY 16 Outcome: Goal met at 62%.
3. Measure: New employers/businesses will hire individuals with ID/DD.  
FY 16 Target: Eight  
FY 16 Outcome: Six new businesses hired individuals.
4. Target to conduct two Service Contacts was met with nine contacts completed.
5. Target to attend two Community Service Events was met with attendance at five events.

### Connections:

1. Measure: Of the projected 70 participants to be supported, 20% will be from outside the cities of Champaign and Urbana, increasing opportunities for rural residents.  
FY 16 Target: 14 rural participants  
FY 16 Outcome: Goal met with 14 people from rural towns participating.
2. Measure: A diverse array of social events/activities will be offered.  
FY 16 Target: Fifteen different types of events will be offered.  
FY 16 Outcome: 33 different types of activities were provided including art shows, classes, participating in the Buddy Walk, attending the Speak Up Speak Out Summit in Springfield, plays, and volunteer opportunities.
3. Measure: Self-advocates will demonstrate sensitivity to cultural diversity by engaging in at least two relevant activities.  
FY 16 Target: Two cultural activities  
FY 16 Outcome: Three cultural activities
4. Target to have at least 40 different activities/events.  
FY 16 Target: 40  
FY 16 Outcome: 47 total activities/events were enjoyed over the fiscal year
5. Target to provide support to 70 TPCs and 10 NTPCs for a total of 80 people.  
In FY 16 support was provided to 67 TPCs and 19 NTPCs for a total of 86 people. Service hours totaled over 334 hours for the fiscal year.

### Family Development Center:

1. Measure: Children will have a completed assessment on file within 14 days of evaluation.  
FY 16 Target: 90%  
FY 16 Outcome: 87%
2. Measure: Consumers will be satisfied with services received.  
FY 16 Target: 90%  
FY 16 Outcome: 100%
3. Measure: Children will make progress toward developmental outcomes.  
FY 16 Target: 90%  
FY 16 Outcome: 100%
4. Target to provide services to 653 children during the fiscal year.  
FY 16 Outcome: Services were provided to a total of 695 children funded by county dollars. Service hours provided equaled 7538.25.
5. Target to complete 200 service/screening contacts was met at 221.
6. Target to attend 300 community service events was met at 462 with staff participating in day care settings, UIUC events, disability Expo, Read Across America, Latino Partnership Summit, Jhetti Rhodes Neighborhood Day, and the Autism Walk.

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

1. Measure: The Community First Program will provide services to 50 people in FY 16.  
FY 16 Target: 50  
FY 16 Outcome: The program provided services to 57 people in the fiscal year with a total of over 36,900 service hours.
2. 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 16 Target: Fifteen people  
FY 16 Outcome: Twenty people spent over 40% of their time in the community.
3. Measure: Volunteer opportunities will be developed.  
FY 16 Target: Two more volunteer opportunities will be developed.  
FY 16 Outcome: Two additional opportunities were developed this quarter.
4. Measure: Participants in the program will be formally opened in the Community Employment program for active job exploration.  
FY 16 Target: Four people will be opened in the program.  
FY 16 Outcome: Three people from the Community First Program were opened in Community Employment for job exploration this fiscal year.
5. Target of 20 Non-Treatment Plan Clients to receive services was met for the fiscal year with a total of 129.
6. Target of four Service Contacts was met with nine being performed.
7. Target of four Community Service Events was met with a total of 13 events being attended.

**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 16 Target: 90%  
FY 16 Outcome: This goal was met at 100%
2. Measure: DSC will initiate annual communication regarding status of those on waiting lists for all programs by 9-30-2014.  
FY 16 Target: 100%  
FY 16 Outcome: Goal met at 100% in first quarter.
3. Measure: Individuals receiving Service Coordination support will be satisfied with services received.  
FY 16 Target: 90%  
FY 16 Outcome: This goal was met at 100% from sampled people who returned the satisfaction survey.
4. Measure: DSC trained staff will complete a Personal Outcome Measure Interview with individuals in accordance with the Council on Quality and Leadership guidelines.  
FY 16 Target: 25 interviews to be completed.  
FY 16 Outcome: 18 interviews were completed.
5. Target to support 305 Treatment Plan Clients during the fiscal year.  
FY 16 Outcome: Target was met with 308 Treatment Plan Clients being provided service.

**Champaign County Employment First:**

1. Measure: Individual and families – information sessions will be held with an average of 15 attendees with one-on-one consultation available following each session.  
FY 16 Target: Six information sessions  
FY 16 Outcome: One information session was held first quarter with 16 people in attendance; three sessions were held in the second quarter and also in the fourth quarter with a total of seven information sessions. One-on-one consultation was offered after each session.
2. Measure: Staff training – Multi-tiered trainings to include management and direct support staff with a train-the-trainer component to be offered. This fiscal year training was provided to management and direct support staff. The train-the-trainer component is scheduled for year two.
3. Measure: Business Outreach – Businesses be certified as disability-aware.  
FY 16 Target: 12 businesses will be certified  
FY 16 Outcome: 14 businesses were certified.

**CCMHB Performance Measurement Outcomes FY 16:****Individual and Family Support:**

1. Measure: In FY 16, the IFS program will provide services to 47 individuals.  
FY 16 Target: 47 individuals  
FY 16 Outcome: A total of 46 individuals were provided service this fiscal year.
2. Measure: Individuals receiving support will be satisfied with services received.  
FY 16 Target: 90%  
FY 16 Outcome: 96%
3. Measure: All individuals who request community activities will participate in one a minimum of two times per month.  
FY16 Target: 90%  
FY 16 Outcome: 100%
4. Measure: Individuals/guardians will participate in the choice of their IFS Service Provider.  
FY 16 Target: 100%  
FY 16 Outcome: 100%
5. Target to conduct five service/screening contacts. A total of eighteen service/screening contacts were conducted over the fiscal year.
6. Target to attend two Community Service Events was met with attendance at two events during the fiscal year.

**DEVELOPMENTAL SERVICES CENTER  
CULTURAL AND LINGUISTIC COMPETENCE PLAN  
FY 2016 Annual Review**

**Mission Statement:** Our mission is to enhance the lives of individuals with disabilities by providing services and supports which enable them to live, work, learn and participate in their communities. DSC promotes person-centered services that guide people to think about choice and control within the context of their family and community. DSC promotes inclusiveness and advocates for policies and practices that foster inquiry about differences in ability, language, and culture. In this cultural and linguistic competence plan, DSC strives to build understanding of the unique characteristics of the community we serve and to provide respectful and responsive services within an atmosphere of trust. DSC celebrates and embraces our consumers and staff as valuable members of this community.

DSC goals and action steps are in sync with the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care.

80

**1. Policy and Governance Level**

**Role/Responsibility:** In order to foster effective cross cultural communication and advocate for cultural competence, DSC will develop and implement policies that will promote cultural and linguistic values within an organizational structure.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks/Annual Review
1.1. Allocate funding/resources needed for implementing cultural competence plan (CLC).	7/1/15	Governing Board	FY 2016 budget will include a line item for cultural competence spending on research, training, and implementation of the CLC plan. <i>Completed.</i>
1.2. DSC Board will review the current CLC plan.	7/31/15	Governing Board	100 % of Board members in attendance. <i>Completed.</i>
1.3. DSC Board will participate in a mid-year study session to review CLC plan progress.	1/31/16	Governing Board	100 % of Board members in attendance. <i>DSC Board members receive CLC plans and updates within Board packets.</i>
1.4 Recruit diverse members to the DSC Board of Directors.	6/30/16	Governing Board CEO	Documented outreach to diverse community members for board membership. <i>CEO in collaboration with the Board Nominating Committee discussed and approached potential board candidates from diverse backgrounds.</i>

DSC

## 2. Administration/Management Level

**Role/Responsibility:** In order to define and implement culturally and linguistically responsive organizational practices, DSC will develop an organizational structure, administrative guidelines, and a system of evaluation to ensure that services are effective, efficient, accessible, and of high quality.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks/Annual Review
2.1. Introduce new committee participants to DSC's Cultural and Linguistic Competence Committee.	7/30/15	CLC Committee Chairperson	Introductory committee meeting will be held by 7/30/15. <b><i>CLC committee membership has been formed with representatives from HR, Development, and Direct Service Personnel.</i></b>
2.2. CLC Committee will identify and implement a self-assessment for all DSC employees, in order to define the employee cultural climate.	9/30/15	CLC Committee Chairperson	100% of employees at each staff meeting will participate in the survey. <b><i>Employees completed CQL staff assessment to provide input regarding recruitment of diverse staff and diversity climate.</i></b>
2.3. DSC Management team will participate in a cultural competence related training regarding communication.	FY 2016	CLC Committee Chairperson	100% of management staff will participate. <b><i>To be continued in 2017. This activity will be incorporated into the CQL process.</i></b>
2.4. Expand recruiting efforts by including diverse organizations in employment notices.	FY 2016	Human Resources Manager	External advertising will include notices to diverse organizations, 100% of the time. <b><i>Completed. Ongoing.</i></b>
2.5 Incorporate cultural competence into staff evaluations.	FY2016	CLC Committee and Director of Human Resources	Revised Employee Evaluation. <b><i>The employee performance evaluation will be incorporated into the CQL process.</i></b>
2.6 Recruit diverse candidates for upper management positions.	FY2016	Human Resources Director and Administration	External advertising will include notices to diverse organizations, 100% of the time. <b><i>Completed. See action step 2.4.</i></b>

### 3. Direct Support Staff Level

**Role/Responsibility: In order to promote inclusiveness and embrace cultural and linguistic differences, DSC staff will provide services that are person-centered and culturally and linguistically responsive to the individual served.**

Action Steps	Time Frame	Person Responsible	Benchmarks/Annual Review
3.1. All new staff will participate in staff orientation which includes introduction to the CLC plan and will give feedback regarding the content and implementation.	FY 2016	Training Coordinator	100% of new staff will participate. <i>Completed.</i>
3.2. Maintain a directory of diverse language interpreters to distribute to each program.	FY 2016	CLC Committee Chairperson	Interpreter directory will be updated annually. <i>Completed.</i>
3.3. CLC will submit an article for the monthly <i>In Our House</i> staff newsletter, promoting culturally and linguistically responsive services.	FY 2016	CLC Committee Chairperson	In Our House newsletter for 12/12 months. <i>Completed.</i>
3.4 Direct support staff will participate in one cultural diversity training sponsored by DSC.	FY2016	Training Coordinator CLC Committee Chairperson	100% of direct service staff will participate. <i>Continued to FY17.</i>

#### 4. Consumer/Client/Individual Level

**Role/Responsibility:** In order to provide an atmosphere that reflects the unique diversity of the DSC community, DSC will build the consumer voice in the overall implementation of culturally responsive practices.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks/Annual Review
4.1. Incorporate activities to reflect relevant cultural themes such as Black History Month; schedule activities that provide exposure to a variety of cultures.	FY 2016	CLC Committee Program Representatives	Cultural opportunities will be presented at least quarterly. <b>Completed. Ongoing.</b>
4.2. Consumer feedback and input into CLC plans will be solicited at consumer site meetings annually prior to the development of the new CLC plan.	FY 2016	CLC Committee Chairperson	100% of consumers in attendance will participate. <b>In Progress. Meetings will be attended as scheduled.</b>
4.3. A representative of the CLC Committee will attend one self advocates meeting annually.	FY 2016	CLC Committee Chairperson	100% of consumers in attendance will participate. <b>In Progress.</b>
4.4 Intake and person-centered planning process will include social history, support system, and person's racial and ethnic identification.	FY 2016	Case Managers	100% of intake and annual meetings will include this information. <b>Completed. Ongoing. Relevant questions are included in each Pre-Planning Consumer Interview.</b>
4.5 DSC will increase outreach to underserved populations, as defined in the Surgeon General's Report: Mental Health: Culture, Race, and Ethnicity.	FY2016	Administration and Upper Management	Staff will attend community events in diverse neighborhoods (e.g. Jhetti Rhodes Neighborhood Day) and develop relationships with organizations serving under-represented groups (e.g. Access Initiative). <b>Completed.</b>

CCMHB/CCDDB  
 Cultural and Linguistic Competency Monitoring Plan  
 PACE, Inc. : Opportunities for Independence Program  
 Fourth Quarter – FY16

**POLICY AND GOVERNANCE LEVEL**

Outreach is defined as reaching out to individuals of diverse backgrounds, making them aware of and encouraging them to use PACE services. Diversity is defined with regard to age, gender, disability, religion, race/ethnicity, socio-economic status, sexual orientation, and residential status.

Role/Responsibility: PACE, Inc. recognizes the existence of discrimination - outright and subtle, and even unintentional or insidiously ingrained in routine. This organization exists to promote the full participation of people with disabilities in society. We were developed in response to discrimination on the basis of disability. PACE is committed to eliminate discrimination of any kind within our organization. To do this effectively, it is imperative that PACE outreach to all ages, genders, disability, religion, race/ethnicity, socio-economic status, sexual orientation, and residential status.

Action Steps	Time Frame	Person Responsible	Benchmarks	Timeline
78 74 1.1 Ensure that individuals of diverse backgrounds are included in policy-making <u>and</u> <u>program development</u>	FY 16	Board of Directors	The Board recruits a diverse membership to ensure that they are composed of persons with a wide array of experiences.	Ongoing—The Board continues to recruit new members from individuals with diverse backgrounds

PACE

1.2 Ensure that individuals of diverse backgrounds are integrated in to Board and staff positions and volunteer opportunities.	FY 16	Executive Director	All advertisements for postings of all these categories always contain E.O.E. language.	As needed—Executive Director ensures that that benchmarks are met.
--	-------	--------------------	---	--

## ADMINISTRATION

Role/Responsibility: Develop an organizational structure, administrative guidelines, and system of evaluation to ensure that services are effective, efficient, accessible, and of high quality.

Action Steps	Time Frame	Person Responsible	Benchmarks	Timeline
2.1 Assess and modify the physical facility to reflect the population of focus, to be welcoming, clean, and attractive by providing cultural art, magazines, refreshments, etc.	FY 16	Executive Director	PACE made inquiries to local providers of office equipment to assess availability of multifunction office equipment which would be accessible	<i>This inquiries are being made in advance of April, 2017 termination of current lease agreement for office equipment</i>
2.2 Establishment and Recruitment of members for PACE Diversity Advisory Committee	FY 16	Diversity Advisory Committee	Contacts are being made with community groups to help establish a community presence for this group.	First meeting of Diversity Advisory Committee will occur in November, 2016
2.3 Assure a team approach and all Center effort to implement	FY 16	Coordinator of Visual Impairment Services, as	Recruit members, and conduct meetings at least semi Annually/	With termination of a state grant, we are reshuffling staff

85

PACE

86

diversity/outreach policy.		assigned Outreach Coordinator	<p>*Programs and materials are made available in formats that encourage diversity.</p> <p>*Acts as liaison with the Diversity Advisory Committee, and collects statistics for use by the committee.</p> <p>*Identify professionals who we can hire to translate/interpret Spanish.</p>	responsibilities for executing this activity
2.3 Continued	FY 16	Executive Director	The Executive Director will provide the Nominations committee of the Board with this plan. The Executive Director will implement the fair hiring of a diverse staff.	Annually, the Executive Director provides the Nominations committee of the Board with this plan.
2.3 Continued	FY 16	Administrative Assistant	The Administrative Assistant will update the board's profile grid so they can identify in which area(s) they need to recruit Board members and Board committee members,	As needed, The Administrative Assistant updated the profile grid so they can identify in what area they need to recruit Board members and Board committee members

PAGE

2.3 Continued	FY 16	Volunteer Coordinator	The Volunteer Coordinator will provide names of volunteers to the Diversity Advisory Committee who are interested in serving on the committee.	Ongoing—After a volunteer orientation where said volunteer identifies an interest in serving in this capacity, the Volunteer Coordinator will make the liaison of the committee aware of the interest.
2.3 Continued	FY 16	The Full Board	*The Full Board will recruit Board members that fit the needs outlined in the grid. *The Board of Directors recruits members from various locations,	As needed—to fill expiring positions or member vacancies. Board profile form and board roster.

118  
177

**FACILITATOR LEVEL**

Activities: New CVIS started in 5/2015, and has been brought up to speed on their role in this process.

Role/Responsibility: Staff will insure that PACE goals and objectives will continue to reflect our diversity plan. (Diversity objectives are marked with an asterisk in PACE documents*).				
Action Steps	Time Frame	Person Responsible	Benchmarks	Timeline
3.1 Referrals of Interpreters of American Sign Language are available upon request.	FY 16	Deaf Services Coordinator	Continue to provide ASL Interpreter List upon request	The Deaf Services Coordinator will continue to provide interpreter referral upon request.
3.2 Provide programs specific to the Deaf and Hard of Hearing	FY 16	Deaf Services Coordinator	PACE has provided a program specific to the Deaf and Hard of Hearing for approximately 20	PACE is actively involved in the Deaf community—with hosting the Deaf Advisory Committee, the Illini Chapter of the Illinois Association of the Deaf,

PACE

			years. This was previously an under-served population in this area.	and having a liaison to the Deaf Senior Citizens
3.3 Provide a program specific to people 55 years and over who have visual impairments.	FY 16	Coordinator of Visual Impairment Services	For 20 years PACE has provided, and will continue to provide service in this previously under-served population.	In the first month of FY17, the State of Illinois notified PACE that there would no longer be state funding for this program. We are attempting to raise public funds to preserve these services.
3.4 PACE maintains a CD and books on Sign Language for "Mexican," Chinese, and Japanese-speaking individuals.	FY 16	Deaf Services Coordinator	PACE will continue to translate PACE brochures into Spanish and to acquire other materials in Spanish and other languages. This is one of the Committee's priorities.	Continuous—PACE will continue to provide these materials upon request.
3.5 PACE staff will attend Community events, as appropriate, for the purpose of outreach.	FY 16	Staff	PACE staff will participate in a wide range of community events.	Continuous—From the Disability Resource Expo, to University of Illinois volunteer and internship fairs, and to events at such places as Francis Nelson, PACE staff are highly visible in the community.
3.6 Staff will assist the Diversity Committee to continue to seek information on how to involve individuals with diverse backgrounds.	FY 16	Staff	Staff will attend Human Services Council (or like meeting), in each of the five counties which PACE serves.	On-going—PACE is a regular attendee at Human Services Council in Champaign County—However, due to budgetary and staffing limitations, attendance in outlying counties has been limited

88

**CONSUMER LEVEL**

Role/Responsibilities: Begin to build the consumer voice in the overall implementation of culturally responsive practices.

PACE

Action Steps	Time Frame	Person Responsible	Benchmarks	Timeline
4.1 Make consumers aware of the services PACE offers to everyone.	FY 16	Consumer	Offer current and pertinent information, brochures, newsletters, events, website.	Continue to Offer current and pertinent information, brochures, newsletters, and events. PACE began researching ways to build a more robust, and accessible website.
4.2 Include consumers in policy-making and program development.	FY 16	Consumer and Staff	Promote full participation of people with disabilities in society.	Continue Promote full participation of people with disabilities in society through direct service, presentations, advocacy,
4.3 Integrate consumers in to Board and staff positions and volunteer opportunities.	FY 16	Consumer, Staff, and Board	Fully integrated governance and service.	Fully integrated governance and service.

89

PACE

## PERFORMANCE OUTCOME REPORT

UCP LAND OF LINCOLN

VOCATIONAL SERVICES

August 26, 2016

### 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

90

## FY 2016 CONSUMER ACCESS OUTCOMES

Most referrals did come from the Division of Rehabilitation Services (DRS), however there were several individuals that were “self referrals” – individuals who came into the office asking about services on their own. A new eligibility process was put into place this year where all referrals were tested by CCRPC for eligibility, and 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. 100% of referrals were assessed for the program and questionnaires and inventories were used to determine whether the candidate was accepted into the program.

Vocational staff did develop case files that contained progress notes, ISP’s, staffings, work histories, etc., however, UCP did experience some turnover in Job Coaches and the organization of the paperwork needed improvement at times.

## 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 2016 OUTCOMES**

1. UCP provided extended job supports/job coaching to 15 individuals with disabilities.
2. UCP provided vocational training to 7 individuals with disabilities.

Out of fifteen participants, 12 individuals found jobs in the community, however, eight individuals were closed from the program during the course of the year. Three clients are currently in vocational training and are completing job development activities. UCP did experience some staff turnover over the past year and this affected outcome numbers. New staff were hired and trained during the second half of the year and they became acclimated to the program by bringing existing clients into the office to meet them and discussing the clients' service wants and needs.

### **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 2016 CONSUMER UTILIZATION OUTCOMES**

Treatment Plan Clients (TPC's) – 15

Community Service Events (CSE's) – 64

Service/Screening Contacts (SC's) – 61

Other (Contact Hours) – 4,460

Numbers were low for TPC's, CSE's and SC's due to individuals leaving the program, shortage of staff during that period and some individuals not meeting eligibility requirements. UCP hired and trained all new staff during the second half of the year. The program is largely individual-based and contact hours vary from each individual. Some of the training was group training so hours were divided up between participants. Other issues were more human resources-related - turnover of job coaches throughout the year and organization skills of staff. Contact hours did increase during the 4<sup>th</sup> quarter because new staff reorganized the program and brought clients in the office to discuss service wants and needs, and new eligibility process was implemented.

Although numbers were lower than projected, UCP sees the program as a success as individuals with disabilities obtained community employment and maintained their jobs. The shortage of strong staff during the year had a direct effect on the numbers, but the program has a fresh start going into the new fiscal year with staff engaging clients and assisting them with finding and keeping employment in the community and staff reaching out to new resources in the community to find additional clients for the program.

**Cultural Competency Linguistic Plan Update – FY16  
United Cerebral Palsy Land of Lincoln**

**Introduction**

United Cerebral Palsy Land of Lincoln (UCP) is committed to establishing multicultural principles and practices throughout its organizational system of services. UCP conceptualizes cultural competency as the ability to deliver excellent services for adults and children with disabilities that are culturally appropriate.

UCP recognizes that a plan may include considerations for persons served, personnel and other stakeholders in the following areas: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.

76

It is UCP's policy that the plan is reviewed annually for relevance and updated as needed.

**ANALYSIS OF PERSONS SERVED**

As part of our data analysis we looked at minorities served by community, and programs where UCP offers direct services. The following represents an overview of this review comparing the percentage of persons served who are minorities to the percentage of minority population in the respective communities.

100% of persons served in all communities have a disability.

<b>Minority Analysis:</b>	<b>UCP Consumers</b>	<b>2010 Census</b>
Sangamon County:		
Adults: day & residential	25% minority	16%
Vocational	45% minority	16%

UCP

Children	31% minority	16%
McLean County	16% minority	15%
Macon County	42% minority	21%
Champaign County	14% minority	27%

UCP has a clear commitment to serving all children and adults with disabilities. As part of our plan, we will monitor the percentage of minorities with disabilities throughout the organization.

Each person entering UCP's programs has a service plan which outlines their goals and support needed to achieve those goals. As part of the service planning process, individuals are encouraged to identify how they express and celebrate their cultural identity.

95

Limited English Proficiency Analysis:	2010 Census
Sangamon County	1.2%
McLean County	2.3%
Macon County	1.2%
Champaign County	6.4%

UCP has one staff person who is certified in American Sign Language who is available to interpret for persons served or potential customers using ASL. UCP may also contract with ASL interpreters when a staff person is not available.

100% of persons served and families identify English as their primary receptive language. Many individuals do not communicate verbally. The individual service is developed for each person served and includes a section for communication that addresses spoken language, sign language, gestures, and behaviors.

UCP

## ANALYSIS OF PERSONNEL

UCP completes an annual analysis of our affirmative action program and progress toward goals. The 2012 review indicated that UCP has three target areas for minority recruitment:

Senior Level Officials:	1%
Professionals:	9%
Administrative Support:	11%
Craft Workers:	3.6%

9/6

UCP

**POLICY AND GOVERNANCE LEVEL**

**Role/Responsibility: Develop and implement policies that will promote cultural and linguistic values within an organizational structure.**

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Results/Progress Update
Allocate funding/resources for annual cultural competence training.	FY2016	Board of Directors, CEO	Staff will be allowed 2 hours per year for cultural competence training.	Completed
Annually review/revise the Board policies on accessibility and compliance	FY2016	Board of Directors, CEO	Annual review completed, revisions as needed	Completed
Annually review/revise the Board policies on accessibility and compliance	FY2016	CEO	Annual review completed, revisions as needed	Completed
Annual review of accessibility plan with goals to address barriers to services	FY2016	CEO	Annual plan goals met	Completed

67

UCP

**ADMINISTRATION/MANAGEMENT LEVEL**

**Role/Responsibility: Maintain and monitor the Affirmative Action Plan, which sets specific hiring goals based on availability analysis in the community.**

Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Results/Progress Update
86 The Human Resources Manager will contact local churches, job fairs offered through minority organizations to expand UCP's applicant pool.	FY2016	HR Manager, Chief Performance Improvement Officer	Affirmative Action goals met for 8.2% administrative support, 3.6% craft workers, and 8% sales.	No change in percentages
The Human Resources Manager will review the affirmative action plan for accuracy, trends, and relevancy and provide an annual update to the CEO.	FY2016	HR Manager, Chief Performance Improvement Officer	Affirmative Action goals met for 8.2% administrative support, 3.6% craft workers, and 8% sales.	No change in percentages
The annual training curriculum through Relias Learning Management System will be reviewed and revised to reflect our commitment to diversity and cultures reflective of our central Illinois communities. Changes to annual requirements will be made as identified.	FY2016	HR Manager, Chief Performance Improvement Officer	Annual Curriculum reviewed and revised.	Completed

UCP

**PRACTITIONER LEVEL**

<b>Role/Responsibility: UCP staff will demonstrate cultural competency in the provision of services.</b>				
Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Results/Progress Update
Read and sign agreement that CLC plan has been read and practices will be implemented within the designated time period.	FY2016	HR Manager, Chief Performance Improvement Officer	100% of staff have read and signed the agreement.	100% Completed
Staff will complete the required cultural competency training annually.	FY2016	HR Manager, Chief Performance Improvement Officer	100% of staff have completed a minimum of 2 hours of cultural competency training annually through Relias Learning Management System	100% completed
Individuals/families participate in the development of the service plan with inclusion of any communication and cultural considerations in the way services will be delivered.	FY2016	Programs Managers	100% of individuals and families participate in plan development	100% participation

bb

UCP

**CONSUMER/CLIENT/INDIVIDUAL LEVEL**

<b>Role/Responsibility: Begin to build the consumer voice in the overall implementation of culturally responsive practices.</b>				
Action Steps	Time Frame	Person(s) Responsible	Benchmarks	Results/Progress Update
Individuals participate in training and plan development through advisory committees.	FY2016	Chief Program Officer, Chief Business Employment Officer	Advisory committees reflect the diversity of the community	Completed
The training curriculum for persons served will be reviewed and revised to reflect our commitment to diversity and cultures reflective of our central Illinois communities.	FY2016	Chief Program Officer, Chief Business Employment Officer	Curriculum reviewed and revised.	Completed

100

UCP



## CHAMPAIGN COUNTY MENTAL HEALTH BOARD

### CHAMPAIGN COUNTY BOARD FOR CARE AND TREATMENT OF PERSONS WITH A DEVELOPMENTAL DISABILITY

#### BRIEFING MEMORANDUM

DATE: September 21, 2016  
TO: CCDDDB Members  
FROM: Lynn Canfield, Acting Director; Mark Driscoll, Associate Director  
SUBJECT: Draft Three-Year Plan 2016-2018 with FY 2017 Objectives

The current Champaign County Developmental Disabilities Board (CCDDDB) Three-Year Plan 2016-2018 enters its second year of implementation. A Draft Plan with objectives for Fiscal Year 2017 is an extension of the prior fiscal year with proposed modifications. Most objectives reflect on-going commitments while those completed are removed and others added or revised in response to changes in the operating environment. The draft document is subject to change as a result of community input, Board directive, and staff review.

#### Background – Issues of the Day

In years past, there have been issues with the state budget and delayed payments impacting access to intellectual and developmental disability supports and services, but none come close to the instability caused over the last year by the lack of a state budget. The operating environment for human service/social service providers, particularly those reliant on state funded grant contracts, was pushed to the limit and in some cases resulted in the loss of services entirely or, at a minimum, reduced access to care. The more reliant an agency or a program on state grants for support, the greater the potential impact of the budget stalemate or delayed payments on services. Vulnerable populations, from families with young children to the elderly living in isolation, have been affected. There have been reports from around the state of providers closing programs or agencies shutting down entirely, and the experience in Champaign County is no different.

Agency providers of Home and Community Based Services for people with I/DD had a slightly less chaotic FY16, because the Illinois Department of Human Services – Division of DD continued to make payments for all CILA and HBS recipients. Since many were Ligas class members, court orders on consent decrees compelled payment on all. Damage was done, however, by non-payment on grant-funded programs, including The Autism Program, Respite, and IAMC, and delays in payments from the Division of Rehabilitation Services. The state's inadequate Medicaid reimbursement rates not only blocked the development of new provider capacity but also exacerbated the shortage of Direct Support Professionals (DSPs) and behavioral health support providers for persons with ID/DD. Although payments on some grants are currently made through the "stopgap" budget, uncertainty returns in November, when the already low Medicaid rates may be further reduced and grants once again zeroed out. No local provider was unaffected by the state's budget problems in FY16, and FY17 will be no different.

101

What has been highlighted are the most visible changes to the local system of care for people with intellectual or developmental disabilities. Other actions at the federal and state levels are also worth noting. Prominent among them are: the new federal requirements for integrated settings, person centered planning, and conflict free case management for all Home and Community Based Services; new provisions of the Workforce Innovation and Opportunity Act; Department of Justice Olmstead rulings regarding sheltered work settings in some states; Illinois' HHS transformation (1115 waiver) proposal; and the parity rule issued by the Federal Center for Medicare and Medicaid Services. The rule extends parity in mental health and substance use disorder treatment to Medicaid and managed care plans. The rule published March 30, 2016 gives states eighteen months to comply with the new regulations. At the state level, providers and other advocates worked hard to pass House Bill 5931 only to have the legislation vetoed by the Governor. The bill would have increased reimbursement rates enabling providers to pay higher wages to direct support staff. In his veto statement, the Governor noted that full implementation would require an additional \$330 million and that the proposed rate of \$15/hour is well above the national average for similar work; unfortunately, states across the country paying the average also struggle with critical workforce shortages. The action by the Governor is not the end of providers' and other advocates' efforts to address wages for DSPs. Enforcement of parity and coordinated advocacy to increase rates are examples of emerging issues that can have a positive impact on access to services.

The existing commitment to collaborate with the Champaign County Mental Health Board (CCMHB) is acknowledged in the Three Year Plan. The longstanding intergovernmental agreement, reviewed and updated during the last year, addresses the two Boards' administrative cost sharing and other matters such as working cooperatively on the allocation of Intellectual and Developmental Disabilities funding, including the amount of funds to be allocated for that purpose by the CCMHB. The draft three-year plan incorporates elements of the issues highlighted while recognizing existing commitments. The continued uncertainty of the state budget compounded by delayed payments places significant pressure on state-funded providers that can have a ripple effect through the local human service network. This uncertainty creates tension, requiring flexibility and creativity to find solutions or to advance new initiatives.

#### Three-Year Plan for FY 2016 – 2018 with One-Year Objectives for 2017

The goals listed are for the period of 2016 through 2018. Objectives are for the 2017 fiscal year. A draft of the Plan is attached with proposed new or modified objectives italicized and underlined while completed objectives are lined out.

Staff has had an opportunity to review the draft document and will hold further discussions. This will include consideration of comments received from interested parties. At the time the draft Plan was released to the Board, the document was disseminated for comment.

The updated Three Year Plan will be presented for approval at the November 16, 2016 Board meeting.

102

**CHAMPAIGN COUNTY BOARD FOR  
CARE AND TREATMENT OF PERSONS WITH A  
DEVELOPMENTAL DISABILITY**

**THREE-YEAR PLAN**

**FOR**

**FISCAL YEARS 2016 - 2018  
(1/1/16 – 12/31/18)**

**WITH**

**ONE YEAR OBJECTIVES**

**FOR**

**FISCAL YEAR 2017  
(1/1/17 – 12/31/17)**

**CHAMPAIGN COUNTY BOARD FOR CARE AND TREATMENT OF PERSONS WITH A  
DEVELOPMENTAL DISABILITY  
(CHAMPAIGN COUNTY DEVELOPMENTAL DISABILITIES BOARD)**

WHEREAS, the Champaign County Developmental Disabilities Board has been established under the Illinois County Care for Persons with Developmental Disabilities Act (IL Compiled Statutes, Chapter 55, Sections 105/0.01 to 105/13 inclusive) in order to “provide facilities or services for the benefit of its residents who are mentally retarded or under a developmental disability and who are not eligible to participate in any such program conducted under Article 14 of the School Code, or may contract therefore with any privately or publicly operated entity which provides facilities or services either in or out of such county.”

WHEREAS, while the Champaign County Developmental Disabilities Board is not required by state statute or other authority to prepare a one- and three-year plan for a program of supports and services for individuals with intellectual and developmental disabilities, open strategic planning with input from stakeholders and constituents is highly valued.

THEREFORE, the Champaign County Developmental Disabilities Board does hereby adopt the following Mission Statement and Statement of Purposes to guide the development of the intellectual and developmental disabilities supports and services plan for Champaign County:

**MISSION STATEMENT**

The mission of the Champaign County Board for Care and Treatment of Persons with a Developmental Disability (CCDDB) is the advancement of a local system of programs and services for the treatment of people with intellectual disabilities and/or developmental disabilities in accordance with the assessed priorities of the citizens of Champaign County.

**STATEMENT OF PURPOSES**

1. Planning for the intellectual disability and developmental disability service and support system to assure accomplishment of the CCDDB goals.
2. Allocation of local funds to assure the provision of a comprehensive system of community based intellectual disability and developmental disability services and supports anchored in high-quality person-centered planning.
3. Coordination of affiliated providers of intellectual disability and developmental disability services and supports to assure an interrelated accessible system of care.
4. Evaluation of the system of care to assure that services and supports are provided as planned and that services are effective in meeting the needs and values of the community.

In order to accomplish these purposes, the Champaign County Developmental Disabilities Board must collaborate with the public and private sectors in providing the resources necessary for the effective functioning of the intellectual disability and developmental disability service and support system. The CCDDB shall perform those duties and responsibilities as specified in Sections 105/01 to 105/13 inclusive of The County Care for Persons with Developmental Disabilities Act.

104

## SYSTEMS OF CARE

Goal #1: Support a continuum of services to meet the needs of people with intellectual and/or developmental disabilities, along with their families, residing in Champaign County.

Objective #1: Under established policies and procedures, solicit proposals from community based providers in response to Board defined priorities and associated criteria using a competitive application process. ~~and during the allocation decision-making process consider multi-year term for select contract awards.~~

Objective #2: Implement multi-year contracts for select programs, extending term of the contract for one year stipulating updated program and financial plans are required prior to the start of the second year of the contract.

Objective #3: Expand use of evidence-informed, evidence-based, best practice, and promising practice models appropriate to the presenting need in an effort to improve outcomes for people with I/DD, along with their families, across the lifespan.

Objective #4: Promote wellness for people with I/DD to prevent and reduce early mortality, through support services including enrollment in benefit plans and coordinated access to primary care. Partner with key stakeholders toward improved outcomes for people.

Objective #5: Pursue, as feasible, development or expansion of residential and/or employment supports for persons with I/DD not supported with state/federal funding.

Objective #6: As enrollment in health insurance and Medicaid managed care plans reduces the numbers of uninsured, realign CCDDB investments to fund services and supports outside the realm of Medicaid, including pilot projects and creative solutions to persistent problems such as workforce stabilization.

Goal #2: Sustain the commitment to addressing the need for underrepresented and diverse populations' access to and engagement in services.

Objective #1: Support culturally responsive and family driven support networks for underrepresented populations, underserved populations, and general populations of Champaign County.

Objective #2: Require, as part of the providers' stated capacity to deliver services, evidence of cultural and linguistic competence to meet the needs of the population served with submission of a cultural and linguistic competence plan and report on same on a bi-annual basis.

Objective #3: Encourage providers and other community-based organizations to allocate resources to provide training, seek technical assistance, and pursue other professional development activities for staff and governing and/or advisory boards to advance cultural and linguistic competence.

Objective #4: Use the Culturally and Linguistically Appropriate Services Standards (CLAS) as a blueprint to strengthen funded agencies' Cultural and Linguistic Competence.

105

Goal #3: Improve access to and engagement in services through increased coordination and collaboration between providers, community stakeholders, people with I/DD, and their families and other key supporters.

Objective #1: Encourage the development of collaborative agreements between providers to increase or maintain access and coordination of services for people with I/DD in Champaign County.

Objective #2: Participate in various collaborative bodies and intergovernmental councils, with missions aligned with that of the Board, toward strengthening coordination between providers in the delivery of services and creating or maximizing opportunities for people who have I/DD.

Objective #3: Engage other local funders and stakeholders and participate in coordinating bodies as appropriate, to develop new initiatives.

Objective #4: In collaboration with the CCMHB and other community partners, ensure that the needs of justice-involved persons with I/DD are considered in the development of an effective diversion system.

Objective #5: Track Illinois Department of Human Services Division of Developmental Disabilities' Prioritization for Urgency of Need for Services (PUNS) database for state and local trends and to ensure full representation of the service preferences of Champaign County residents. Maintain and increase communication with local ~~Pre-Admission Screening/~~Independent Service Coordination unit, representatives of the IDHS Division of Developmental Disabilities, and stakeholders regarding the use of PUNS, the service and support needs and preferences of Champaign County residents, and system changes.

Goal #4: Encourage high-quality person-centered planning and follow-through for individuals served by agencies receiving funding from the CCDDDB and, through the Intergovernmental Agreement, from the CCMHB.

Objective #1: Continue emphasis on self-determination and Person Centered Planning (PCP) training and implementation for all treatment plan clients. Develop guidelines for structuring and assessing the quality of person-centered planning processes and outcomes.

Objective #2: Require that reports of program performance include examples of outcomes and measures of person-centered planning.

Objective #3: Collaborate with agency providers on the identification of performance measures consistent with valued outcomes such as connection to friends, community, meaningful work and non-work activities, etc.

Goal #5: Continue the collaborative working relationship with the Champaign County Mental Health Board (CCMHB).

~~Objective #1: In consultation with the CCMHB, review and revise as necessary the current CCMHB-CCDDDB Intergovernmental Agreement.~~

Objective #1: Coordinate integration, alignment, and allocation of resources with the CCMHB to ensure the efficacious use of resources within the service and support

continuum for people with I/DD. ~~Identify opportunities for connection to resources used by residents of Champaign County who do not have a disability.~~

Objective #2: Assess alternative service strategies that empower people and increase access to integrated settings as exemplified by the local collaborative approach to the Employment First Act.

Objective #3: Concurrent with the CCMHB, continue financial commitment to expand the availability of Community Integrated Living Arrangement (CILA) and other community-based housing opportunities for people with ID/DD from Champaign County.

~~Objective #5: Foster communication between the CCDDB and the CCMHB by holding regular meetings between the Executive Director and the Officers of the two Boards, sharing information between the Boards, and co-sponsoring public hearings, trainings, and anti-stigma/pro-inclusion events.~~

Objective #4: Collaborate with the CCMHB on issues of mutual interest as exemplified by the expansion of CILA housing and joint sponsorship of events promoting acceptance, inclusion, and respect for people with I/DD.

#### CHILDREN AND FAMILY FOCUSED PROGRAMS AND SERVICES

Goal #6: Identify children at-risk of developmental delay and intellectual disability or developmental disability and support early intervention services and family supports.

Objective #1: Support the use of evidence-based/informed models for provider programs serving families with young children not eligible for Early Intervention or under the School Code, and require collaboration and coordination by providers to limit duplication of effort.

Objective #2: Participate in collaborative bodies such as Champaign Urbana Cradle 2 Career, whose mission includes a focus on serving young children and their families.

Objective #3: Emphasize cultural competence in services and supports for young children and early identification in minority/underserved youth with disabilities. Reduce disparities in the age of identification and intervention to remediate delays. Promote culturally responsive and family driven support networks for underrepresented populations, underserved, and general populations of Champaign County.

Goal #7: Support access to services and programs for youth and adults with I/DD, with a preference for evidence-based practices to increase positive outcomes.

Objective #1: Support a continuum of evidence-based, quality services for persons with I/DD and encourage training of interested persons on the use of evidence-based, evidence-informed, and promising practices and associated outcome measurement.

Objective #2: Emphasize flexible support for people with I/DD and their families to enhance their ability to live together, to transition to greater independence when and if they choose, and to be as connected to their communities as possible.

#### COMMUNITY ENGAGEMENT & ADVOCACY

Goal #8: Address the importance of acceptance, inclusion, and respect of people with I/DD, through broad based community education efforts to increase community acceptance and positive self-image, to challenge discrimination, and to promote dignity and inclusion.

Objective #1: Continue support for and involvement in efforts to challenge stigma and discrimination, such as the Champaign County Alliance for the Promotion of Acceptance, Inclusion and Respect's signature event at Roger Ebert's Film Festival and other community education events including disABILITY Resource Expo: Reaching Out for Answers.

Objective #2: Participate in and promote other community education initiatives, such as walks, forums, and presentations to raise awareness, improve cultural competence, and cultivate acceptance, inclusion, and respect.

Objective #3: Support the continued awareness and understanding of developmental disabilities through sustainable self-advocacy and family support organizations, especially those comprised of parents of and persons with the most prevalent developmental disabilities or intellectual disabilities. Encourage groups' community education efforts to reduce stigma/promote inclusion and collaboration with Cultural and Linguistic Competence Coordinator on outreach and engagement strategies.

Objective #4: Encourage and support efforts to more fully integrate people with I/DD into community life in Champaign County. Emphasize inclusion as a benefit to all members of the community, regardless of ability.

Objective #5: Encourage efforts to support people with I/DD in meaningful work and non-work experiences in their community, driven by their own interests. Investigate and develop strategies for engaging employers and other community partners.

Goal #9: Stay abreast of emerging issues affecting the local systems of care and access to services, and be proactive through concerted advocacy efforts.

Objective #1: Advocate for workforce development, stability, and retention, including supporting an increase in the state wage for entry level Direct Support Professionals.

Objective #2: Intensify advocacy efforts on behalf of people with developmental disabilities. Advocate for positive change in state funding, including increased Medicaid reimbursement rates, and policy decisions affecting the local system of care for persons with developmental disabilities. Through participation in the Association of Community Mental Health Authorities of Illinois (ACMHAI), the National Association of County Behavioral Health and Developmental Disabilities Directors (NACBHDDD), and other appropriate organizations, support efforts to strengthen local systems of care.

Objective #3: Track state implementation of class action suit settlements involving people with I/DD and the closure of state DD facilities. Advocate for the allocation of state resources sufficient to meet needs of people returning to home communities. Monitor and support the implementation of the Ligas Consent Decree in Champaign County. Encourage and support efforts to develop 4-person (or fewer) residential options for people who are transitioning from large facilities and those selected from PUNS. For individuals not yet selected, and for those who have chosen Home-Based Support Services rather than CILA, encourage the development of preferred, flexible options.

Objective #4: Follow developments at the state and federal levels of other Olmstead cases. Follow the implementation of the Workforce Innovation and Opportunity Act and new Home and Community Based Services regulations and their impact locally.

Objective #5: As the State of Illinois and provider networks move to a regional service/managed care delivery model, track the implementation of managed care for I/DD services and supports and evaluate local impact. Adjust funding priorities to address service gaps and unmet need. Monitor the implementation of health care reform and Medicaid expansion and advocate for increased service capacity sufficient to meet demand.

Objective #6: Continue broad based advocacy efforts at the state and local levels to respond to reductions in state funding, reimbursement rates below actual cost, and delayed payments for local community-based intellectual disability and developmental disability services and supports and to the broader human services network under contract with the State of Illinois. As opportunities arise, participate in planning and policy development with state agencies such as IDHS, and use these opportunities to advocate for the needs of Champaign County residents.

Objective #7: In addition to the monitoring and evaluation of funded programs, encourage organizational change strategies which not only align with new and anticipated federal and state requirements but also result in the highest quality personal outcomes for individuals with ID/DD, their families, and those most closely involved in their lives.

DRAFT

2016-2017 Meeting Schedule with Subject and Allocation Timeline\*

The schedule provides the upcoming dates and subject matter of board meetings through June 2017 for the Champaign County Developmental Disabilities Board. The subjects are not exclusive to any given meeting as other matters requiring Board review or action may also be addressed or may replace the subject listed. Study sessions may be scheduled throughout the year with the presentation and discussion held during the meeting, held immediately following the board meeting, or during the Champaign County Mental Board meeting. Included with the meeting dates is a tentative schedule for the CCDDDB allocation process for Contract Year 2018 (July 1, 2017 – June 30, 2018).

<u>Timeline</u>	<u>Tasks</u>
9/21/16	Regular Board Meeting Release Draft Three Year Plan 2016-2018 with FY 2017 Objectives
10/19/16	Regular Board Meeting Release Draft CY18 Allocation Criteria
10/24/16	Trainings on Trauma and Implicit Bias Study Session of the CCDDDB and CCMHB, 12:30-4:30PM
11/16/16	Regular Board Meeting Approve Three Year Plan with One Year Objectives Allocation Decision Support – CY 2018 Allocation Criteria
12/14/16	Public Notice published on or before this date, giving at least 21 day notice of the open application period.
12/14/16	Regular Board Meeting
1/4/17	CCMHB/CCDDDB Online System opens for CCDDDB CY 2018 application cycle.
1/18/17	Regular Board Meeting
2/10/17	Online System Application deadline – System suspends access to CY18 applications at 4:30 p.m. (CCDDDB close of business).
2/22/17	Regular Board Meeting List of Funding Requests
3/22/17	Regular Board Meeting
4/12/17	Program summaries released to Board and copies posted online with the CCDDDB April 19, 2017 Board meeting agenda.

4/19/17	Regular Board Meeting Program Summaries Review and Discussion
5/10/17	Allocation recommendations released to Board and copies posted online with the CCDDDB May 17, 2017 Board meeting agenda.
5/17/17	Regular Board Meeting Allocation Decisions Authorize Contracts for CY 2018
6/21/17	Regular Board Meeting Approve FY 2018 Draft Budget
6/30/17	Contracts completed.

***\*This schedule is subject to change due to unforeseen circumstances. Please call the CCMHB-  
CCDDDB office to confirm all meetings and allocation process deadlines.***

///

# CCDDB 2016-2017 Meeting Schedule

## Board Meetings

8:00AM except where noted

Brookens Administrative Building, Lyle Shields Room  
1776 East Washington Street, Urbana, IL

September 21, 2016 – 8:00 AM

October 19, 2016 – 3:30 PM

October 24, 2016 – 12:30-4:30PM - Joint Study Session with CCMHB,  
on the topics of Trauma and Implicit Bias

November 16, 2016 – 8:00 AM

December 14, 2016 – 8:00 AM

January 18, 2017 – Noon

February 22, 2017 – 8:00 AM

March 22, 2017 – 8:00 AM

April 19, 2017 – Noon

March 17, 2017 – 8:00 AM

June 21, 2017 – 8:00 AM

*This schedule is subject to change due to unforeseen circumstances.*

*Please call the CCMHB/CCDDB office to confirm all meetings.*