

## **Disability Guide Pilot Project**

First Quarter Report to the Legislature- October 14<sup>th</sup>, 2013-January 14<sup>th</sup>, 2014

### **Disability Guide Objectives**

- Helping state systems be more accessible, efficient and effective when serving people with disabilities by developing seamless, comprehensive, and integrated services, removing barriers, creating systemic change, and expanding the various systems' capacity to serve people with disabilities.
- Increase efficiency and effectiveness by assisting people with disabilities at the front-end of services by identifying and removing barriers early in the process of accessing assistance for employment, education, community living, etc.

### **Project Implementation**

Disability Network/Michigan, on behalf of the Centers for Independent Living (CILs), in collaboration with DHS/MRS, began working on implementation of this pilot in July of 2013. Collaboratively, we worked on developing a project logic model that served as a basis for RFP and contract development for DHS/MRS. The contracts were signed by DHS on October 14, 2013, thus the project was launched.

We chose to work on project implementation, developing evaluation protocol and staff training simultaneously. This is allowing the CILs to implement the pilot in a more rapid manner, and serve consumers through the Disability Guide more quickly.

### **Initial Outcomes**

**Objective #1:** *Helping state systems be more accessible, efficient and effective when serving people with disabilities by developing seamless, comprehensive, and integrated services, removing barriers, creating systemic change, and expanding the various systems' capacity to serve people with disabilities.*

**Status:** The CILs have been engaging in relationship building and enhancing collaborations in their local communities. During this process they have begun to identify system barriers, and as the project proceeds they will be able to work with state systems to expand their knowledge and capacity to serve people with disabilities.

See supporting data below:

### Agencies Visited

Agency	Department of Human Services (County Offices)	Michigan Rehabilitation Services (County Offices)	Community Mental Health	Intermediate School Districts/Schools	Other	Total
Number of Visits (10/14/13-1/14/14)	18	6	2	2	17	45

**Objective #2:** *Increase efficiency and effectiveness by assisting people with disabilities at the front-end of services by identifying and removing barriers early in the process of accessing assistance for employment, education, community living, etc.*

**Status:** The primary focus since the Disability Guide was launched was to identify consumers (i.e. people with disabilities) that would benefit from enhanced services through the Disability Guide pilot project. The CILs, through agency outreach, have developed referral systems with a number of agencies, with a primary focus on the Department of Human Services county offices. They have also identified existing consumers that would benefit from these enhanced services.

The CILs are implementing an evidenced-based practice for their service-delivery model, known as Motivational Interviewing. The service-delivery model has the potential to identify who is truly motivated to achieve self-sufficiency, help consumers move through the stages of change and increase our efficiency and effectiveness when providing direct services. To date, all CIL staff who are providing Disability Guide services have been trained, and the CIL Directors and Program Managers have finished phase one of training, with completion planned for February 2014.

The 15 CILs have set a goal of serving 750 consumers during FY 14. To date, we have served 103 individuals. As our relationships strengthen with referral sources we anticipate reaching our goal through increased referrals.

Our service-delivery model includes developing an Independent Living Plan, where goals are identified to achieve self-sufficiency. During this process barriers to self-sufficiency are identified. Goals are set by the individual, and outcomes are achieved when the individual indicates they feel they've achieved the outcome.

The below chart demonstrates the types of goals set, reports the number of outcomes achieved and identifies barriers to reaching outcomes. Note that most consumers will have multiple goals in their Independent Living Plans.

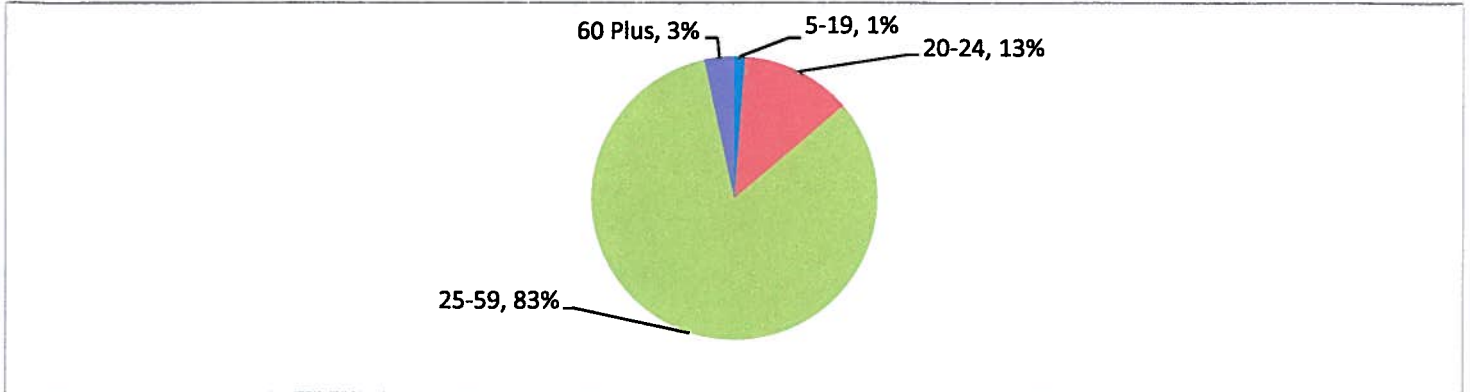
## Consumer Outcomes

Self-Sufficiency Goal	# of Goals	Goals Achieved	Barriers Identified
<b>Education- Enroll/complete program</b>	7	1	Limited literacy, advocating for accommodations, understanding options
<b>Employment- Knowledge about options, increase work search skills, obtain/maintain employment</b>	22	4	Understanding options & impact on benefits, lack of job search skills, chronic unemployment, understanding workplace accommodations, lack of internet service to search & apply for jobs
<b>Healthcare- Accessing insurance, acquiring healthcare services</b>	17	1	Obtaining insurance or financial resources to cover medical expenses, finding resources for non-Medicaid services (i.e. vision)
<b>Housing- Obtaining accessible, affordable housing</b>	20	7	Lack of subsidized housing options, affordable housing or accessible housing, housing discrimination when on SSI or other benefits
<b>Ongoing Supports- Obtaining benefits, increasing independent living skills, accessing supports &amp; community resources</b>	104	9	Lack of internet access to apply for DHS benefits, lack of understanding of benefits system, inability to read information relating to benefits, difficulty accessing DHS caseworkers, no reliable phone to receive calls from caseworker, lack of permanent address
<b>Transportation- Obtaining financial resources for transportation</b>	6	6	No reliable transportation, limited funds to pay for public transportation, public transportation not available
<b>Accessing Goods/Services in Community</b>	2	0	No specific barriers identified
<b>Assistive Technology to increase independence</b>	3	2	Understanding assistive technology options to increase independence

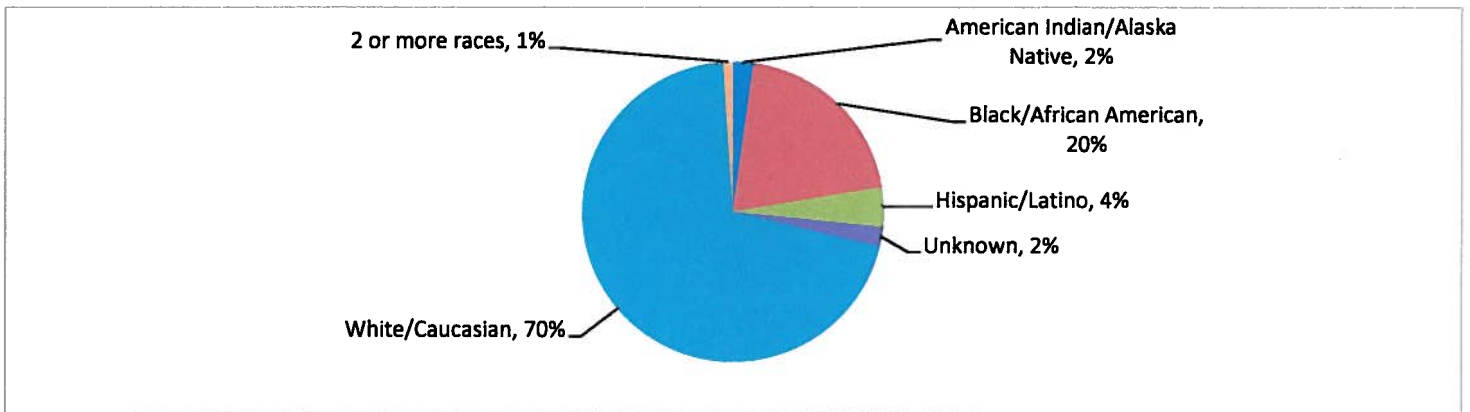
## Consumer Demographics

The below charts represents the demographic information regarding age, race/ethnicity, disability type, education, insurance/healthcare, income sources and housing situation. (Future reports will include employment and transportation information)

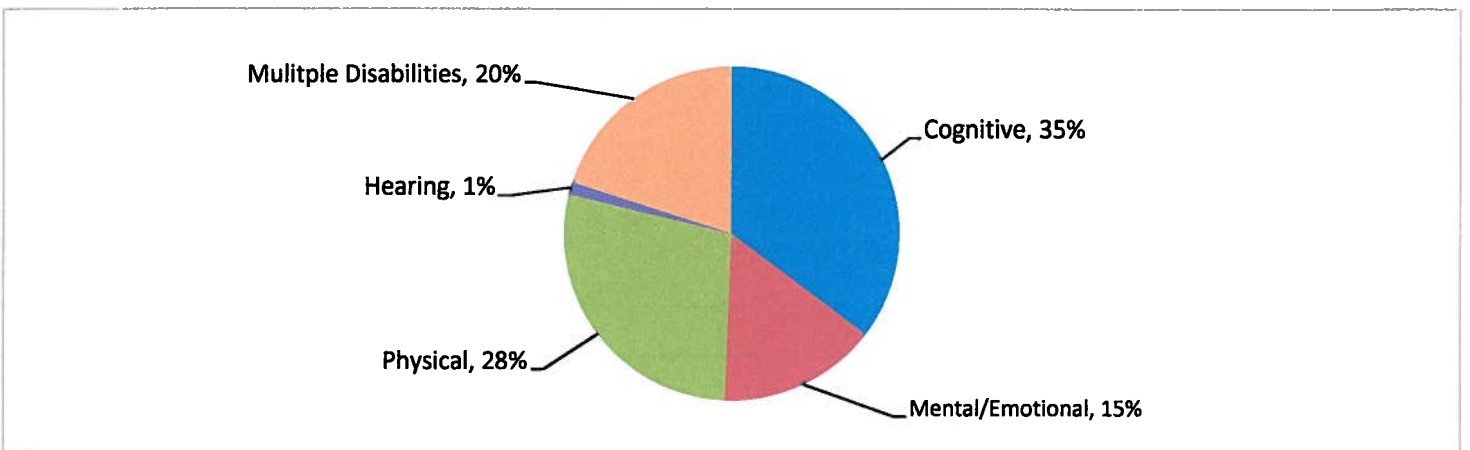
### Age



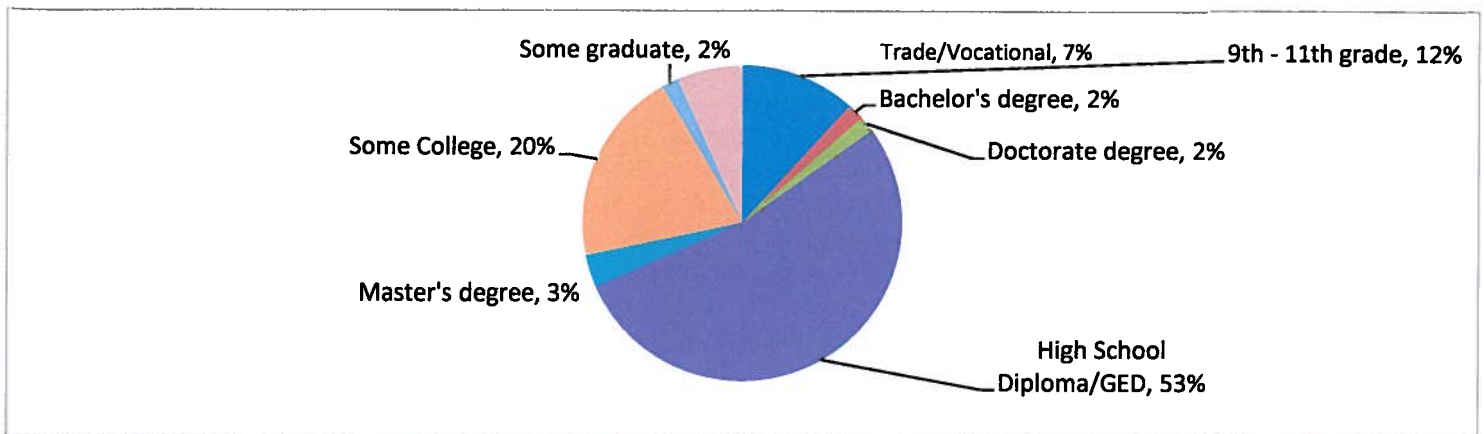
### Race/Ethnicity



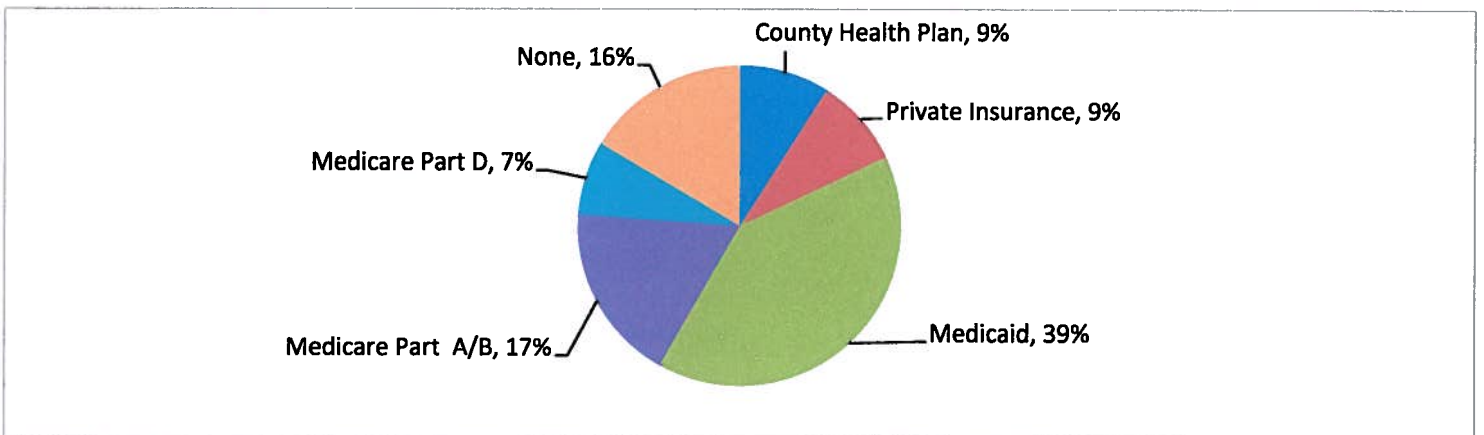
### Disability Type



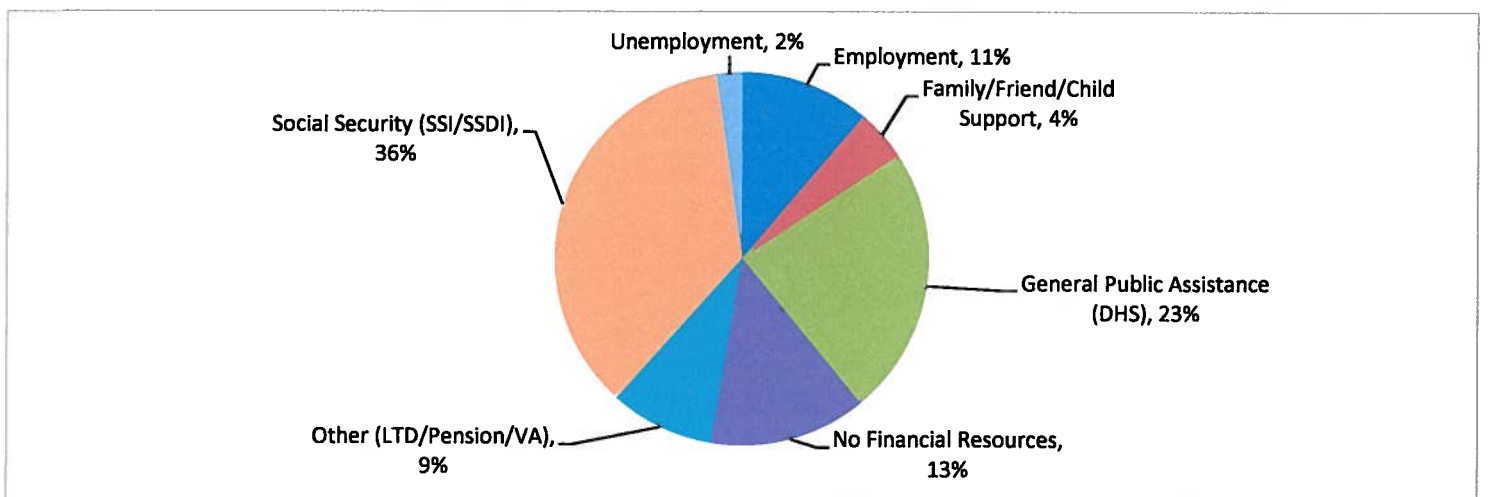
## Education Level



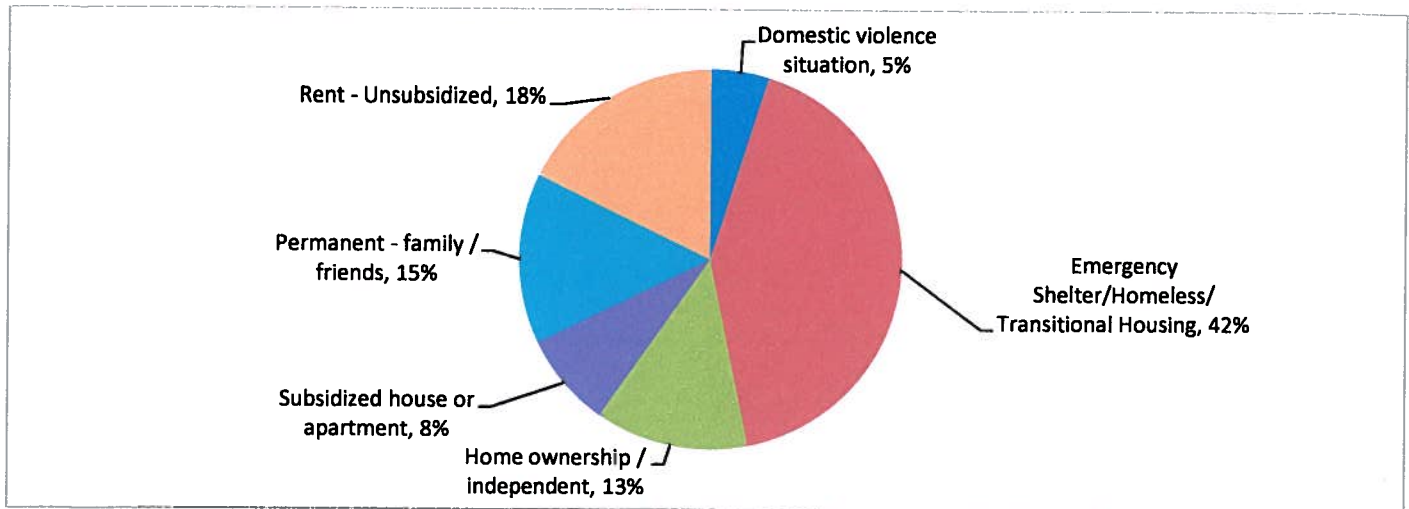
## Insurance/Healthcare



## Income Sources



## Housing Situation



## Evaluation of Pilot Project

Disability Network/Michigan, with support from the Statewide Independent Living Council (SILC) staff, DHS/MRS and Michigan State University are working on evaluation protocol to be able to further demonstrate the pilot project effectiveness. We will be implementing a Self-Sufficiency Matrix tool that will demonstrate movement towards self-sufficiency in a quantitative manner.

Our ongoing evaluation efforts will be able to further identify barriers to self-sufficiency, which will allow the CILs and Disability Network/Michigan to develop further strategies for barrier removal. This level of information will help guide the CILs in their service delivery & advocacy efforts and guide policy-makers regarding moving people with chronic dependence on public systems, into more independent living situations.

## Closing

In the three months since our pilot project launch we have trained 70 staff, developed evaluation protocols, met with 45 different agencies and served 103 individuals with disabilities. In the coming months we anticipate being able to report data regarding individuals movement towards self-sufficiency, employment & transportation information and system barrier removal attempts.

We want to thank the legislature for their support and confidence in the CILs as an effective community-based resource for people with disabilities. Our desire is to see this pilot continued into FY 2015 at the same funding level of \$1.5 million. We are confident that the information we collect, and the impact we have on people with disabilities, will be beneficial to the legislature and to state departments in guiding our state to develop more efficient and effective services that promote full-inclusion of people with disabilities into employment and the community.

For more information contact: Sara Grivetti, CEO, Disability Network/Michigan, 989-430-1143, [sara@dnmichigan.org](mailto:sara@dnmichigan.org)