

## **Statewide Independent Living Council**

### **State Plan for Independent Living (SPIL) – 2025-2027**

#### **1.4 Evaluation**

Methods and processes the SILC will use to evaluate the effectiveness of the SPIL including timelines and evaluation of satisfaction of individuals with disabilities.

Monitoring the effectiveness of the SPIL's goals and objectives and achieving the desired outcomes will be the responsibility of the IL Network. The IL Network agrees to:

- Review, revise and administer the evaluation instrument that measures consumer satisfaction with services participants have received every three years.
- Review and monitor CIL participant feedback and other results; report findings and trends for planning and administrative purposes at each SILC meeting.
- CIL directors will provide an annual update to the SILC on its most recently approved PPR.
- Revise the CILs quarterly report format to reflect the current SPIL goals and objectives (report monitors progress on SPIL goals and summary/descriptions of events/activities, dates and location, and CIL's role in the event).
- CIL directors will provide updates during the SILC meetings, i.e., status of activities, staffing, fundraising, successes/obstacles.
- Conduct a public forum to obtain public input on the development of the SPIL, every three years.
- Review and administer a community survey to identify the needs of South Dakotans with disabilities, every three years.
- Review and monitor engagement with public through social media and any feedback generated through partnerships with other disability related activities, i.e., BVR, B/SBVI, Disability Rights SD, CDD, SD Parent Connection.
- Meet with disability organizations, service providers, local/state entities on an ongoing basis to increase knowledge and understanding of each other's role, improve relationships, and promote dialogue to identify unique needs and best practices, identify barriers and potential opportunities to better fulfill unmet needs of South Dakotans with disabilities.
- Include a standing agenda item during the SILC quarterly meetings to monitor progress made on SPIL related goals, objectives and activities.
- Annually review and revise the SPIL monitoring tool/processes to ensure continued effectiveness.

The IL Network developed a consumer satisfaction survey that has rating and narrative questions. This survey instrument will be reviewed and updated every three years. The survey is disseminated by the CIL's to each participant at the time of case closure. The DSE's IL Specialist reviews the survey findings during the SILC's quarterly meetings. This allows time for discussion and to identify any need for action regarding trends, developments, or concerns.

CIL directors submit a copy of the approved PPR to the DSE and they will be asked to provide a summary of the report to the SILC annually. Results will include trends, areas of success or notable concerns. The quarterly report will be updated every three years to incorporate the new SPIL goals/objectives. CIL directors are asked to provide updates during the SILC meetings on other CIL activities to keep the SILC and DSE informed.

The IL Network conducts a public forum to obtain input on the development of the SPIL during each renewal period. The IL Network also disseminates a community survey to identify the needs of persons with disabilities living in SD every three years to coincide with SPIL development. The information obtained assists the IL Network to better advocate for improved access, supports, and services across the state. The survey was voluntary and anonymous. The survey instrument will be reviewed and administered again in three years.

The community survey was conducted utilizing Survey Monkey. The survey had 15 questions asking about disability, region of the state they live in, employment, housing, current living situation, issues or barriers to living independently, things they might struggle with or need help doing, what makes it difficult to get the support they need, what they might want to learn more about, and one topic they would like to teach others about. The survey also included an area to request more information about IL services, and an area to leave their contact information to have someone follow up with them. The link to the survey was disseminated to various disability organizations inviting them to share it; paper copies of the survey were disseminated by regular mail per request, and a phone number was provided if a person wanted assistance in completing it. The information obtained was reviewed and considered as the SPIL was developed.

Standing agenda items for the SILC and their meetings include updates from the two SRC's. The SILC also has a member who is employed with the state's protection and advocacy agency. This member serves on the SILC's Consumer Services Committee and participates on committees with combined representation of BVR, B/SBVI and SILC members to provide feedback/recommendations on specific activities (Governor's Awards Ceremony, National Disability Employment Awareness

Month). The Executive Director of the CDD and Council members have been invited to attend SILC meetings to provide an overview of activities and solicit feedback on their state plan development. This will continue during this state plan cycle.

SILC meetings have included representatives of agencies or organizations that have provided information and/or resources, i.e., transportation, housing, community health workers, home modifications, and more. Dialogue during meetings has increased members' knowledge and understanding of services/providers, provided connections to enhance working relationships, and generated dialogue about how to better support one another. Dialogue also identified additional means of getting information and resources to individuals with disabilities.

The SILC developed a Facebook page in 2022 and disseminated information almost weekly about various events, camps, and activities that were disability related. Services, activities, programs, hiring needs, and other stories have touched on disability issues, conferences/trainings, adaptive recreational activities, Medicaid changes, health issues, job fairs, people first language, and more. Information is sought from various partners, e.g., Disability Rights SD, Parent Connection, CDD, VR, Departments of Human Services (DHS), DOL, DSS, Office of Special Education, business resource networks, and more. Work will continue on the Facebook page during this SPIL cycle with a goal of weekly updates to keep it current, increase users and keep return users.

The SILC's Consumer Services Committee also spent time gathering and reviewing information from various partners in order to provide input on the SPIL development process. The committee met several times and reviewed information to identify best practices for service provision, identify community needs, underserved populations or areas of the state, and identify and learn more about barriers to living independently. Gathered information was obtained from: IL consumer satisfaction surveys, SBVI's Independent Living Older Blind consumer satisfaction survey results, Disability Rights SD listening sessions, ADLS, HOPE, CHOICES, Family 360 Waiver renewal listening sessions, disability statistics compendium, and Blind organization conventions. The committees' findings were provided to the SILC's SPIL Committee.

The SPIL committee consists of the SILC Chairperson, DSE and SILC representative, other SILC members and CIL directors. The SPIL committee reviewed the Consumer Services Committee's findings and drafted the goals and objectives. This committee is responsible for monitoring activities and progress made towards the approved SPIL goals. The SPIL committee will meet when necessary and provide an update on work and progress made towards the SPIL goals during each SILC meeting. IL Network members are encouraged to speak to

any activity or event organized or participated in. SILC staff will be responsible for keeping information current in a SPIL logic model or other planning tool. These tools will be utilized to track progress made on objectives and activities towards accomplishing SPIL goals. This information is also utilized in completing the annual PPR.

The IL Network agrees to monitor reports, data or other feedback in terms of the SPIL and service delivery i.e., areas needing improvement, lack of services/information, or underserved areas or population. The IL Network will identify efforts to provide or increase an IL related presence in response to the identified need. The same will be considered in terms of a successful outreach event or activity and ways will be explored to duplicate a successful event or activity if the time/resources allow it. The SILC could be approached for financial support of given activities as this would be a good use of their strategic planning funds in their resource plan.