



## DIVISION OF REHABILITATION SERVICES

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### MEMORANDUM

**DATE:** May 13, 2021

**TO:** State-Wide Independent Living Council

**FROM:** Jennifer Lewis, DRS Program Specialist II

**SUBJECT:** Summary of DRS reports

#### Consumer Satisfaction Survey Report

- The SILC developed 4 rating questions and 2 narrative questions for the CIL to ask each client at closure. This requirement was incorporated into the contracts and the CILs are to submit a summary report quarterly. The surveys are given to all closed cases; those closed goals met and goals not met. These reports are reviewed during annual reviews for accuracy.
- The first table on page 1 shows the number of cases closed by type of closure, the number of survey responses, and the percentage of responses by CIL from June 1, 2020 through February 28, 2021
- The second table on page 1 shows the responses to the four questions from June 1, 2020 through February 28, 2021.
- Page 2 and beyond are narrative responses. These are responses for only the most recent quarter (December 2020 to February 2021) Staff's names have been removed in this report.

#### Status of CIL Contracts

- The report provided is for the current state fiscal year (June 2020 through April 2021).
- This report shows the amount of funds the CIL receives directly from the Administration for Community Living as Part C dollars and the funds through the DRS contracts.
- The columns on the right provide the units the CIL is projected to be over or under their contract goals.
- The State Plan requires that the funds through the DRS contracts supplement instead of duplicate funds the CIL receives in Part C funds.

#### Independent Living Funding Sources for SFY 2021

- This one page handout shows the sources and levels of the various funding sources for the CIL's.

- The DRS contract and units of services billed are just one of the funding sources for the IL Services to the CIL. Part C funds paid directly from the federal agency to the CIL to provide services can be provided in addition to the contract with the State.

### **CIL Quarterly Reports for ILC and WRIL- December to February with Org Chart**

- The CILs monitor their progress on the State Plan for Independent Living goals. The quarterly report provides a summary of the descriptions of the event or activity, the date, the location and the CILs role in the event.

### **Abbreviations**

ACL - Administration for Community Living

CIL – Centers for Independent Living

Division or DRS – Division of Rehabilitation Services

ILC – Independent Living Choices

IL – Independent Living

SILC – Statewide Independent Living Council

WRIL – Western Resources for Independent Living

HMAD – Home Modifications Assistive Devices

AT – Assistive Technology

TAD – Telecommunication Assistive Devices