



DIVISION OF REHABILITATION SERVICES

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MEMORANDUM

DATE: April 22, 2022
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, 2021 through February 28, 2022.
- The second table on page 1 shows the responses to the four questions from June 1, 2021 through February 28, 2022.
- Page 2 and beyond are narrative responses. These are responses for only the most recent quarter (December 1, 2021 to February 28, 2022) Staff's names have been removed in this report.

Status of CIL Contracts

- The report provided is for the current state fiscal year (June 2021 through February 28, 2022).
- 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.

CIL Quarterly Reports for ILC and WRIL- December 1, 2021 to February 28, 2022

- 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