



Illinois CILA Quality Scorecard Workshop

Illinois Department of Human Services (IDHS)

March 22, 2017



Workshop Agenda

1. Welcome and Introductions (1:30 – 1:40)
2. Review Workshop Objective (1:40 – 1:45)
3. Review Quality Scorecard Purpose (1:45 – 1:50)
4. Review “As-Is” State of Data Collection and Reporting (1:50 – 2:00)
5. Breakout Session (2:00 – 2:15)
6. Breakout Review – Share breakout session results (2:15 – 2:30)
7. Key Question Discussions (2:30 – 3:20)
8. Wrap-Up / Next Steps (3:20 – 3:30)

Welcome and Introductions

- **Welcome statement from IDHS Secretary James Dimas and IDHS-DDD Director Greg Fenton**
- **Introductions**

As you introduce yourself, please share your...

- Name
- Organization / Affiliation
- What do you hope to get out of today's meeting?

Workshop Objective

The objective of today's workshop is to gather stakeholder input on how we can develop a Quality Scorecard for CILAs, promoting transparency and accountability of IDHS and our providers, and ultimately increasing the safety and care of individuals served in Community Integrated Living Arrangements (CILAs).

CILA Quality Scorecard Purpose

As stated in IDHS's letter officially announcing the CILA Quality Scorecard initiative, the following are the purposes of the Quality Scorecard:

- Increase transparency, while protecting the privacy of the individuals served in DDD programs
- Promote accountability for both IDHS and our providers
- Promote informed choice for service recipients and their families

Note: While this workshop focuses on the Quality Scorecard for CILAs, we will also be developing a Quality Scorecard for the State-Operated Developmental Centers (SODCs).

“As-Is” State of Data Collection and Reporting for CILAs

The table below lists a subset of information currently collected and/or publicly reported for CILA providers.

Document/Source	Key Data Elements	Currently Published?
CILA Abuse / Neglect / Exploitation Report (Quarterly)	At provider level: Census, Allegations, Substantiated, Unsubstantiated, Unfounded, Unfounded with Recommendations, Unsubstantiated with Recommendations	Yes
OIG Agency Profiles	At provider level, summary of OIG activity in timeframe, including report type (self-reports vs. external complaints), late reporting, cases reporting by type, findings of completed cases, written responses with timeliness and issues raised, actions taken in response to findings	No (but shared with providers)
BALC Survey Compliance Checklist and Levels of Compliance	Multiple compliance areas and overall compliance score (levels 1-5 based on percentage compliance)	No
Office of Contract Administration Fiscal/Admin Reports and Checklists	Administrative and fiscal findings, DHS contract funding, revenue and expenses, management information, and more	No
GOMB State Staff Inquiry Screen	IL Secretary of State standing, SAM.gov status, federal excluded parties / delinquent debt information	No

Stakeholder Breakout Session

Stakeholder Breakout Group Questions

From the perspective of your stakeholder group,

- *What is the value of the Quality Scorecard?*
- *How would you use the Quality Scorecard?*
- *What quality issues are of most concern to you that should be included in the Quality Scorecard?*
- *In what areas do you wish there was more transparency and available information?*

Stakeholder Breakout Session Review

Discussion of Findings from Stakeholder Breakout Sessions

- *Value of Scorecard to different stakeholder groups*
- *Anticipated use of Scorecard by different stakeholder groups*
- *Quality issues of most concern to be included in Scorecard*
- *Information areas to be included in Scorecard*

Group Discussion: General Topics

1. What information do you think should NOT be public?
2. What should be the frequency of Scorecard updates?
3. What should be the format of the Scorecard (static, interactive, etc.)?
4. What do you anticipate could be the unintended consequences of public reporting in Quality Scorecards?



Appendix: Currently-Published Reports / Data Sources

Abuse / Neglect / Exploitation Report

Abuse/Neglect/Exploitation Information by CILA Provider Allegations vs. Substantiations for FY2017 (July 1, 2016 - January 26, 2017)

AGENCY NAME	Census	Allegations	Substantiated	Unsubstantiated	Unfounded	Unsubstantiated with Recommendations	Unfounded with Recommendations	Pending Cases	Reported Allegations per 100 People Served	Substantiated Allegations per 100 People Served
Agency Name	5	0								
	17	0								
	15	3	0	0	1	1	0	1	20.00	0.00
	17	1	0	0	0	0	0	1	5.88	0.00
	423	44	2	1	4	3	0	34	10.40	0.47
	83	1	0	0	0	1	0	0	1.20	0.00

Public website location: <http://www.dhs.state.il.us/OneNetLibrary/27897/documents/DD/ExtFY17OverallQry1.pdf>