

COMPILED ANNUAL PERFORMANCE OUTCOME REPORTS OF CCDDDB, IDDSI, AND CCMHB I/DD FUNDED PROGRAMS FOR CONTRACT YEAR 2026

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COMPILED ANNUAL PERFORMANCE OUTCOME REPORTS OF CCDDb, IDDSI, AND CCMHB I/DD FUNDED PROGRAMS FOR CONTRACT YEAR 2026

**4th Quarter Financial Reports indicate that unspent funds may be returned after agency audits/financial reviews are completed.*

Champaign County Regional Planning Commission (CCRPC)

Community Life Short Term Assistance - \$107,412*	pages 3-15
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Champaign County Head Start/Early Head Start (CCRPC HS-EHS)

Early Childhood Mental Health Svs - \$216,800 (CCMHB funded)	pages 29-41
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CU Early

CU Early - \$16,145 (CCMHB funded)	pages 42-52
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Community Choices

Customized Employment - \$256,000	pages 53-76
Inclusive Community Support - \$233,000	pages 77-106
Self-Determination Support - \$228,000	pages 107-132
Staff Recruitment and Retention - \$47,389*	pages 133-150
Transportation Support - \$239,415*	pages 151-186

DSC

Clinical Services - \$244,027*	pages 187-196
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PACE, Inc.

Consumer Control in Personal Support - \$39,714*	pages 282-295
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I/DD Special Initiatives
Annual Performance Outcome Report
Agency: CCRPC - Community Services
Program: Community Life Short Term Assistance
2026
Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

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1. In about one sentence, please describe the program's goals.

RPC's Community Life Short-Term Assistance Program provides individuals with limited income that have intellectual/developmental disabilities living in Champaign County the opportunity to increase their overall well-being through funding that supports socialization, community involvement, education/entrepreneurial opportunities, or physical and/or mental health.

2. In three sentences or fewer, please describe the program's activities.

In PY26, RPC's Community Life Short-Term Assistance program provided funding to 32 individuals. Funding was provided for a wide variety of requests including electronic bikes, vacations, CUSR activities & trips, gaming equipment, laptops/tablets, business startup costs, attendance at Camp New Hope, and more.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

An individual reached out to RPC's Developmental Disability Services Program Coordinator expressing interest in the Community-Life Short Term Assistance (CLSTA) Program reporting that he lived in a rural community and due to the cost of living in his own home, did not have any money left over after paying bills to take part in activities with others. At that time, the individual only left his home twice per week, for groceries and church, and shared that he felt lonely due to having no friends outside of his church family. The individual also has Home-Based Support (HBS) funding but no local provider to assist him in connecting with others. With the assistance of RPC Program Coordinator, they completed an application for funding to

participate in various Champaign Urbana Special Recreation (CUSR) activities chosen by the individual, including local events, day trips, and weekend trips, and upon approval were supported in registering for the activities with CUSR. In talking with RPC Program Coordinator, the individual was able to identify a natural support that could assist him with rides for activities that he signed up to participate in, and he is now getting out of his home on a regular basis and has made friends through participation in the CLSTA-funded CUSR activities.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

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4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

In addition to required eligibility criteria for all CCDDDB projects; will be those receiving services through a CCDDDB funded program, those currently registered on PUNS, or those that have Medicaid-Waiver funding through DHS’ Division of Developmental Disabilities. To be eligible, participants must meet income guidelines at or below 60% Annual Median Income. Those with co-occurring diagnoses, requiring multiple supports and or those who have had limited access to local services will be given priority. Eligible participants must be willing to complete (with assistance) an application as well as intake. Individuals currently registered on PUNS, those receiving services through a CCDDDB program, or those with DHS: DDD Medicaid-Waiver funding will receive a phone screening for income eligibility at 60% AMI or below. Following these basic eligibility criteria, an in-person intake will be scheduled to further determine if the client's request for funds is eligible within program guidelines. Confirmation of eligibility with a summary of approved costs will be provided following the in-person intake. Target populations will learn about the program through direct referrals from other service providers, outreach events, flyer distribution to local community committees and agencies, as well as to individuals on PUNS list, CCRPC’s website and social media accounts, direct contact from individuals with I/DD and their families, and inter-organizational referrals through CCRPC’s community services programs.

RPC estimated the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need to be at 2 days.

RPC estimated the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe at 95%.

RPC estimated the number of days from the date of completed assessment to the date of first engagement in services to be at 10 days.

RPC estimated the percentage of eligible people who will engage in services within the identified timeframe at 95%.

RPC estimated the average length of time of participant engagement in services or supports to be at 30 days per instance of direct client funds assistance.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the “Notes” field to offer a comment or explain the context surrounding your target or actual program utilization.

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Total Clients Served during the Program Year

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Target:

132

Actual:

32

Notes:

The actual number of individuals serviced was significantly lower than the target number. The Community Life Short-Term Assistance program was a pilot program with a two-year funding contract. There was no prior data available to base target numbers from. This year’s number reflects small growth in the program compared to the year prior.

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

10

Actual:

7

Notes:

On average, the RPC CLSTA program initiated services within 7 days of receiving application for funding, slightly faster than projected.

Length of Participant Engagement, please indicate the average number of days

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Target:

30

Actual:

47

Notes:

The average length of participant engagement in services in PY26 was 47 days. Participant engagement length varied greatly depending on the type of funding request. Vacation requests with multiple purchases and engagement in CLSTA short-term coaching sessions tended to be open to the program for a longer period.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

RPC's Community Life Short-Term Assistance Program included a financial needs component that took into consideration income for the individual's entire household. Given this information, it is possible that individuals living at home with parents and/or older siblings did not reach out about the program due to their household being over income. This could have decreased the number of eligible referrals. Referrals could have also been limited due to the age requirement of 18 or older and no longer receiving services through the school district. In addition to this, despite the program being open to individuals with Medicaid-Waiver funding, only one provider agency sent referrals for individuals living within their CILA program. This could indicate that more outreach was needed to other CILA providers in Champaign County to raise awareness of this program. Despite the difference in our projected number served prior to running the program, the CLSTA program saw a slight increase in the utilization of CLSTA in its second year compared to its first year.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the "New Outcome Report" that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

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7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

RPC's first outcome for the Community Life Short-Term Assistance Program focused on increased knowledge, skills, and ability to engage in social or entrepreneurial opportunities related to purchase of technology or technology assistive equipment. From the results received on RPC's CLSTA survey, it appears that those that received this funding for this type of purchase did experience the aforementioned benefits. Benefits could have potentially been enhanced by involvement with short-term case manager to learn additional features of the technology purchased as needed by the participants.

RPC's second outcome for the Community Life Short-Term Assistance Program focused on increased knowledge, skills, and ability to engage socially or overall wellbeing related to receiving funding for the purchase of social events or classes. From the results received on RPC's CLSTA survey it appears that individuals experienced these benefits. Participants in the program may have benefitted from further support to explore additional community activities available and/or classes that might be of interest to them.

RPC's third outcome for the Community Life Short-Term Assistance Program focused on participants that received funding for travel experiencing an increase in their overall wellbeing. According to the results of RPC's CLSTA survey, participants that took part in travel did experience an improvement in their overall wellbeing. This avenue of funding was effective in that individuals receiving funding for trips most often worked with RPC's short-term case manager to develop their itinerary based on their preferences. RPC Case Manager assisted the individuals with locating restaurants of their dining preferences near attractions they wanted to visit and planning out their trip in the order that made the most sense time and location wise. RPC's Short-Term

Case Manager provided education on how to use UBER to get around in the community and how to stay safe when traveling. Individuals reported gaining confidence in themselves as a result of their experience with this program. RPC's fourth outcome for the Community Life Short-Term Assistance Program focused on individuals receiving short-term case management coaching gaining confidence to engage in the activity in which they received funds for. As stated above, RPC's short-term case manager most often worked with individuals who were planning trips. During this process, the case manager assisted individuals in identifying their choice of activities for their trip, finding restaurants that met their requested preferences, developing an itinerary, learning to use the UBER app to navigate in the community, and learning important safety skills when traveling. Individuals reported gaining confidence in themselves because of their experience with this program.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

The I/DD Special Initiatives grant for the Community Life Short-Term program has ended and will not be continued beyond PY26. RPC will continue most services from this program in PY27; however, it will now be a service under the RPC DDB grant. The funding available for this service was significantly reduced due to the DDB receiving more requests for funding than they had funds available to give. Given this, the RPC plans to continue the same eligibility criteria and make some changes to services to ensure the service maximizes the number of individuals served and meets its goals. In the next two years, RPC will continue to provide funding to individuals both on PUNS and those receiving Medicaid-Waiver funding. This funding will continue to require that individuals live in households that are at or below 60% of the annual median income. This ensures that those most in need of funding assistance will receive the benefits from this service. Due to the reduced funding amount, funding for travel that is not in coordination with an organization (e.g., CUSR) will no longer be approved. RPC will also set aside approximately \$10,500 of the funding for this service in PY27 to support requests for Camp New Hope. Given that RPC supported \$15,150.00 in Camp New Hope requests in PY26, this may result in fewer numbers of individuals receiving funding through RPC to attend camp. Flyers regarding our I/DD specific funding will be sent to providers, families, and the local ISC agency. Referrals will continue to be made to CCAMR, though RPC understands individuals experience longer wait times for potential funding due to their quarterly review process.

I/DD Special Initiatives
Performance Measure Outcomes
Agency: CCRPC - Community Services
Program: Community Life Short Term Assistance
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Participants of the Community Life Short-Term Assistance Program who receive financial assistance to purchase technology or technology assistive equipment will gain knowledge, skills, and ability to engage in social or entrepreneurial opportunities.

b. What was the target outcome?

The target of this outcome was 90% of participants who receive financial assistance to purchase technology or technology assistive equipment will report increased knowledge, skills, and ability to engage in social or entrepreneurial opportunities.

c. What was the actual outcome?

100% of individuals that responded to the survey (n=1) reported that the funds they received to purchase technology or technology assistive equipment increased their knowledge, skills, and ability to engage in social or entrepreneurial opportunities.

d. What assessment tool did you use to measure this result?

A client satisfaction survey of the Community Life Short-Term Assistance Program was used to measure this result.

e. Who completed the assessment tool?

The client satisfaction survey was provided to program participants by RPC's Developmental Disability Services Program Coordinator or CLSTA short-term Case Manager.

f. How often and when did you collect the data?

The CLSTA Client Satisfaction Survey was provided to participants of the program at close of service or their final short-term case management visit.

g. Please provide a brief story (if any) related to this outcome.

The CLSTA program was contacted by the personal support worker of an individual that struggles with group/community activities as this individual wanted to have a way to connect with others & build friendships without the feeling of being overwhelmed in a community setting. This person enjoyed gaming and wanted to be able to invite peers over to their apartment to play video games with them. Through CLSTA funding, the individual was able to obtain a Nintendo Switch, additional controllers, and a more comfortable chair for visitors to sit in at their home, which provided the person with the opportunity to build and maintain friendships in the setting that was most comfortable for them.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

An individual that received funding towards the purchase of a tablet stated, "The tablet allows me to express myself in a modern manner." This suggests that the tablet has provided the individual with a contemporary and comfortable way of expressing their thoughts, thereby helping them to feel more confident in their ability to reach out and connect with others.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Outcome data could be improved by greater survey return response A total of 14 surveys were received for the CLSTA program in PY27. RPC received surveys from 1 out of 2 total participants that this outcome would be relevant for.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

I/DD Special Initiatives
Performance Measure Outcomes
Agency: CCRPC - Community Services
Program: Community Life Short Term Assistance
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Participants of the Community Life Short-Term Assistance Program who receive financial assistance toward the purchase of social events or classes will increase knowledge, skills, and ability to engage socially or overall wellbeing.

b. What was the target outcome?

The target of this outcome was that 80% of individuals that receive financial assistance towards the purchase of social events or classes will report increased knowledge, skills, and ability to engage socially or overall wellbeing.

c. What was the actual outcome?

100% of individuals that responded to the survey (n=2) reported that the financial assistance they received towards the purchase of social events or classes increased their knowledge, skills, and ability to engage socially or overall wellbeing.

d. What assessment tool did you use to measure this result?

A client satisfaction survey of the Community Life Short-Term Assistance Program was used to measure this result.

e. Who completed the assessment tool?

The client satisfaction survey was provided to program participants by RPC's Developmental Disability Services Program Coordinator or CLSTA short-term Case Manager.

f. How often and when did you collect the data?

The CLSTA Client Satisfaction Survey was provided to participants of the program at close of service or their final short-term case management visit.

g. Please provide a brief story (if any) related to this outcome.

The CLSTA program was contacted by an individual living in a rural community who did not have money to participate in community activities or transportation to get to activities outside of their small town. This individual wanted the opportunity to engage in activities with others, meet new people, and form friendships. Through CLSTA funding, this person has been able to take part in various activities and trips with CUSR, including making new social connections and friends that they now look forward to spending time with.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Individuals expressed that by taking part in community activities or classes such as CUSR activities and gym memberships they are not spending as much time in their house and are getting physically stronger. This demonstrates an increase in overall wellbeing and socialization.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Outcome data could be improved by greater survey return response. A total of 14 surveys were received for the CLSTA program in PY27. RPC received surveys from 2 out of 3 total participants that this outcome would be relevant for.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

I/DD Special Initiatives
Performance Measure Outcomes
Agency: CCRPC - Community Services
Program: Community Life Short Term Assistance
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Participants of the Community Life Short-Term Assistance program who receive funds to travel will report an increase in their overall wellbeing.

b. What was the target outcome?

The target of this outcome is that 50% of individuals that receive funds to travel will report an increase in their overall wellbeing.

c. What was the actual outcome?

100% of individuals that responded (n=3) reported that receiving funds to travel increased their overall well-being.

d. What assessment tool did you use to measure this result?

A client satisfaction survey of the Community Life Short-Term Assistance Program was used to measure this result.

e. Who completed the assessment tool?

The client satisfaction survey was provided to program participants by RPC's Developmental Disability Services Program Coordinator or CLSTA short-term Case Manager.

f. How often and when did you collect the data?

The CLSTA Client Satisfaction Survey was provided to participants of the program at close of service or their final short-term case management visit.

g. Please provide a brief story (if any) related to this outcome.

The CLSTA program assisted a couple with planning a vacation together. Our short-term case manager worked with the couple to plan out their itinerary for the trip, learn how to use the UBER app, and go over important safety information for traveling. Upon returning, the wife stated, "I liked it all. Being on our own, being together, and having fun."

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Participants responding to the survey reported that funding for travel helped them to take a trip with their family, get out of their house, spend time with their son, and have fun, all of which demonstrate the intended effect of increased wellbeing from the program's services.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Outcome data could be improved by greater survey return response. A total of 14 surveys were received for the CLSTA program in PY27. RPC received surveys from 3 out of 3 total participants that this outcome would be relevant for. It's important to note that this does not include information for individuals that took trips and engaged in short-term coaching sessions as these individuals were provided with a separate survey that did not ask about impacts on overall-wellbeing. RPC intends to streamline surveys for this service in PY27.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

I/DD Special Initiatives
Performance Measure Outcomes
Agency: CCRPC - Community Services
Program: Community Life Short Term Assistance
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

4

a. In about one sentence, identify the intended outcome.

Participants of the Community Life Short-Term Assistance Program that utilize short-term case management coaching services will gain confidence to engage in the activity that they received financial assistance toward.

b. What was the target outcome?

The target outcome of this outcome was that 90% of participants utilizing case management coaching through the Community Life Short Term Assistance program will report an increase in their confidence to engage in the activity in which they have received financial assistance toward.

c. What was the actual outcome?

100% of participants that responded to the CLSTA survey (n=4) reported that through utilizing case management coaching, they experienced an increase in their confidence to engage in the activity in which they received financial assistance toward.

d. What assessment tool did you use to measure this result?

A client satisfaction survey of the Community Life Short-Term Assistance Program was used to measure this result.

e. Who completed the assessment tool?

The client satisfaction survey was provided to program participants by RPC's Developmental Disability Services Program Coordinator or CLSTA short-term Case Manager.

f. How often and when did you collect the data?

The CLSTA Client Satisfaction Survey was provided to participants of the program at close of service or their final short-term case management visit.

g. Please provide a brief story (if any) related to this outcome.

Our CLSTA program worked with a couple to plan a vacation, including them choosing the location for their trip and all the activities they wanted to take part in while there. RPC's CLSTA short-term case manager worked with the couple to learn how to use the UBER app, develop their itinerary, and learn important safety skills for traveling. After returning from their trip, the couple expressed how the funding helped them, saying, "navigating to different places with my disability," and "I was able to get better at making decisions."

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Based on survey results, it appears that only individuals that requested funding for travel participated in short-term coaching sessions through the CLSTA program. The survey results indicate that the short-term coaching was helpful to participants in increasing their knowledge and confidence to engage in travel.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Short-term coaching sessions should be explored more to see if this service could be impactful to individuals making other types of fund requests. A total of 14 surveys were received for the CLSTA program in PY27. RPC received surveys from 4 out of 4 total participants that this outcome would be relevant for. All 4 individuals received funding for trips and noted increased confidence.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*



Developmental Disabilities Board Annual Performance Outcome Report

Agency: CCRPC - Community Services

Program: Decision Support PCP

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

RPC's Decision Support Person-Centered Planning Program provides high-quality conflict-free case management services to individuals with intellectual/developmental disabilities living in Champaign County whose direct services are funded by the Champaign County Developmental Disability Board.

2. In three sentences or fewer, please describe the program's activities.

Throughout PY26, RPC's Decision Support Person-Centered Planning Program has developed new personal plans with 21 new individuals, ensured that all other individuals with services funded by the CCDDDB have current plans that reflect their areas of priority, and conducted quarterly visits with all individuals in their preferred locations, most often at home, to monitor service delivery and progress towards outcomes. RPC's Dual Diagnosis Case Manager continues to meet with clients at a frequency that best meets their individual needs, ranging from weekly to monthly. RPC's Transition Consultant attended 43 IEP meetings to discuss available adult DD service options in Champaign County with families, and RPC Case Managers also completed a total of 107 preference assessments this program year.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

An individual was referred to RPC's Developmental Disability Services for Person-Centered Planning (PCP) Case Management by provider agency initiating county-funded services. The PCP Case Manager conducted the initial Discovery interview, gathering information about the individual's background, preferences, mental health needs, and goals for the upcoming year, while also

providing details about RPC’s Dual Diagnosis program. Following additional coordination with the provider agency, the PCP Case Manager developed the individual's personal plan, obtained the individual’s approval, and submitted a referral for Dual Diagnosis services.

Given the individual’s anxiety, the Dual Diagnosis Case Manager arranged joint meetings with the PCP Case Manager, provided an overview of the program, and allowed the individual time to consult with their support network before deciding to proceed. Once enrolled, the Dual Diagnosis Case Manager met regularly with the individual, completed required assessments, supported development of individualized coping tools, and collaborated with both RPC’s PCP Case Manager and the provider agency to ensure cohesive interdisciplinary support.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

Individuals in Champaign County who have I/DD and on PUNS can participate in preference assessment; 2) adults with I/DD in the seeking services category on PUNS are eligible for conflict free person-centered planning 3) individuals with I/DD who are nearing graduation from secondary education are eligible for Transition Consultant services. Individuals served must be on PUNS to be eligible for services. 4) Persons dually diagnosed are eligible for case management services. Persons must be 18 years or older, on PUNS, and have documentation of diagnoses. These individuals cannot be receiving services through the school district.

Individual has I/DD diagnosis, or related condition such as cerebral palsy, epilepsy, or Autism diagnosed prior to the age of 22 with substantial functional limitations in three or more areas (self-care, language, learning, mobility, self-direction, capacity for independent living). Persons served must be on PUNS to demonstrate eligibility. Persons requesting services under the dual diagnosis program must provide documentation of I/DD diagnosis, along with a mental health diagnosis. Persons served must be at least 18 years of age and registered on the PUNS list to be eligible. Individuals must have exited services with the school district.

Target populations will learn about the program through direct referrals from other service providers, outreach events, flyer distribution to local community committees and agencies, as well as to individuals on PUNS list, referrals from high school professionals, CCRPC’s website and social media accounts, direct contact from individuals with I/DD and their families, and inter-organizational referrals through CCRPC’s community services programs. CCRPC Developmental Disability Services flyers will also continue to be shared with local ISC provider Prairieland Service Coordination to pass out to individuals that may qualify. RPC estimated the number of days from the date a person is referred to or seeks assistance to the date of completion of assessment for eligibility and need as 10 days.

RPC estimated the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe at 95%.

RPC estimated the number of days from the date of completed assessment to the date of first engagement in services as 10 days.

RPC estimated the average length of time of participant engagement in services or supports as one to five years for PCP participants and one to three years for dual diagnosis participants.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

150

Actual:

147

Notes:

RPC’s Decision Support Person Centered Planning program was slightly below target working with 147 clients (106 TPC and 41 NTPC) this program year. Clients working with our Dual Diagnosis Case Manager are duplicative of those already being served by our PCP Case Managers. Last year we worked with 142 clients (99 TPC and 43 NTPC), so this year we saw a slight increase and were much closer to our projected target.

Time between assessment/intake and starting services, please indicate the average number of days

Target:

10

Actual:

9

Notes:

On average, RPC PCP Case Management made contact with new clients within 9 days of referral to schedule initial discovery interview.

Length of Participant Engagement, please indicate the average number of days

Target:

Actual:

4.5

Notes:

The estimated length of participant engagement for the PCP Case Management services is one to five years. This is based on the estimated 5 years that someone waits on PUNS in the seeking services category before selection following an individual reaching the age of 18. Currently, our PCP program has clients that have been active with the program for approximately 8 years since its start in 2018. Clients that have been engaged with us longer than 5 years might be in the "Planning" category on PUNS. This means that they are not currently eligible for PUNS selections. Individuals have continued to remain engaged with the PCP program until they receive a PUNS selection or are closed out of county-funded services for various reasons.

The estimated length of participant engagement for Dual Diagnosis services is one to three years. This program started in 7/2023, and it is still early to understand the actual average length of engagement. Thus far, RPC has 5 clients that have actively engaged in Dual Diagnosis services for approximately 3 years, and our average length of services is 2 years. [

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Program eligibility criteria heavily impact utilization of our program. Individuals must meet all eligibility criteria to qualify for services through RPC's Developmental Disability Services. This includes being enrolled on PUNS and living within Champaign County. It does appear that it is becoming more difficult for individuals with Autism without an accompanying Intellectual Disability Diagnosis to qualify for PUNS. This could have a significant impact on individuals that have been served for years through CCDDDB funding to continue to receive the support and services that they depend on. Individuals are being asked to provide increased historical documentation, which in many cases is no longer available to them.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the "New Outcome Report" that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Transition Consultant services addressed in outcome #1 continues to provide a valuable service during IEP meetings, while experiencing a lack of engagement from families in ongoing services, despite regular invitations from local school districts for attendance at IEP meetings this year. Moving forward, transition consultant services should evaluate what is needed in regard to transition consult services outside of attending IEP meetings, as well as revisit family engagement methods, including contact methods and frequency, as well as how support is provided. Families continue to be busy, which can make it difficult to plan for

future services/needs. Transition Consultant services should ensure that its services meet any gaps and that when support is needed, support is provided to families in the method that is most convenient with their needs and schedules. Dual Diagnosis Services were addressed in outcomes # 2 and #3. Based on survey and questionnaire results, Dual Diagnosis services appear to have a positive impact on those individuals that actively engage in services through increased learning and use of coping skills, improved knowledge of medications & side effects, improved confidence in managing mental health symptoms, increased feelings of motivation, and overall shift to a more positive mindset. This service continues to struggle with client cancellations, making consistency of services difficult. To better evaluate service delivery overall, more thorough collection of surveys and assessment tools is needed. In PY27, RPC's Developmental Disability Services Program Coordinator will monitor receipt of these documents to ensure thorough data collection and evaluation.

RPC's Person-Centered Planning Case Management services are reflected in Outcome #4. Results from data collection for this outcome demonstrate that the team has been effective in completing annual person-centered plans with program participants and in ensuring that plans detailed individuals' desires & preferences. Moving forward it will be important for the program to continue to evolve to support participants in being as person-centered as possible. In addition, it would be helpful for the program to collect data on how engaging in person-centered planning has impacted the individual as well.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Over the next two years, RPC would like to see increased Treatment Planning Clients engaged in Transition Consultant Services and/or better understand any gaps or needs for Transition Consult services that are not currently being met. By implementing services with a greater number of individuals/families, the program can assist more families in learning to navigate the adult Developmental Disability system, prepare for future services, and potentially help alleviate anxiety & stress related to future planning. RPC will continue to reach out to local school districts to raise awareness of transition consultant services and gather feedback on the service's implementation. RPC's Transition Consultant will continue to accept invitations for appropriate referrals for IEP attendance, explain the benefits of services to students & parents, and complete follow-up to families/students following IEP meetings.

RPC would like to see the number of individuals actively engaged in ongoing Dual Diagnosis services continue to increase over the next two years. Outreach will continue to provider agencies, mental health clinics, local ISC agency, etc. to raise awareness of this program. RPC's Dual Diagnosis Case Manager will continue to work with individuals to help decrease appointment cancellations, allowing for more consistency in service delivery. With more consistent service delivery, currently engaged individuals can build upon the skills they are learning and make further progress in reaching their set goals.

In addition to this, RPC's Person-Centered Planning Case Management program continues to evolve to bring services/supports to the individuals we serve within a person-centered framework. We strive to continually adapt our plans and the planning process to be more client friendly. The program will continue to pursue meeting individual client needs by avoiding a cookie cutter approach to personal plan development. One way we intend to do this in PY27 is through the addition of an optional one-page profile developed in collaboration with the client for their plan. We hope the profiles will provide our clients with a greater sense of ownership over their planning process. We plan to better explore and learn how this approach benefits the individuals that we serve by surveying individuals that choose to take part in this process about their experience and the impact it has on their planning process.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: CCRPC - Community Services

Program: Decision Support PCP

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

The intended target outcome was to increase participant engagement in transition consultant services by implementing follow-up phone contacts.

b. What was the target outcome?

The target outcome was to increase participant engagement by 5%.

c. What was the actual outcome?

The actual outcome (5% of IEP meetings attended turned into transition consult clients) showed that the follow-up contacts had no noticeable effect on participant engagement with transition consultant services.

d. What assessment tool did you use to measure this result?

A measurement of the number of IEP Transition Consult clients that engaged with the transition consultant to create an Individualized Transition Plans divided by the number of IEP meetings that the transition consultant completed a follow-up contact for. In our application, we initially identified the transition consultant survey as our assessment tool; however, upon further review, we determined that it did not capture the specific data we intended to report.

e. Who completed the assessment tool?

RPC's Transition Consultant attended the IEP meetings, documented the follow-up contacts, and completed the Individualized Transition Plans with interested and eligible families.

f. How often and when did you collect the data?

Data was collected when an IEP meeting was attended, at follow-up, and when Individualized Transition Plans were completed as requested by students/parents.

g. Please provide a brief story (if any) related to this outcome.

After meeting with a student & her mother at an IEP meeting, transition consultant completed a follow-up contact with the student's mother. Transition Consultant learned that the mother was feeling overwhelmed and in need of support in connecting with various resources such as PUNS, Social Security, Parkland College, LIHEAP, etc. Transition Consultant completed several follow-up contacts with this mother as a non-treatment plan client in order to provide support in connecting with necessary agencies.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Potential program effects demonstrated through this outcome include the possibility that families are getting better connected with resources through their school district leading to them feeling better equipped to navigate the adult developmental disability system without additional Transition Consult services. Despite continued request for attendance at IEP meetings, leading to the Transition Consult attending 44 IEP meetings and completing follow-up calls for the majority of clients after, only two students/families engaged with RPC's transition consultant to develop an individualized transition plan, and several other families engaged informally via phone call or email in PY26

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The results of the outcome suggest much room for improvement in engagement of services through potentially clarifying the means of contact, number of follow-up attempts, and the type of support provided to families, and/or refinement of our service scope as it appears that our attendance at the IEP meetings is deemed valuable regardless of client's engagement following the meeting.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: CCRPC - Community Services

Program: Decision Support PCP

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

The intended outcome is that those engaged in the Dual Diagnosis program will gain knowledge and use of coping skills.

b. What was the target outcome?

The target for this outcome focuses on individuals receiving dual diagnosis services reporting increased knowledge & use of coping skills.

c. What was the actual outcome?

100% of survey responses (n=1) report learning more coping strategies and the ability to apply coping strategies in a variety of situations.

d. What assessment tool did you use to measure this result?

The assessment tools used to measure this result include the Dual Diagnosis services survey and the Adult-Self Report Mood & Feelings Questionnaire: Short Version.

e. Who completed the assessment tool?

The Dual Diagnosis services survey was completed by individuals receiving Dual Diagnosis Services and the Dual Diagnosis Case Manager completed the Mood & Feelings Questionnaire with participants.

f. How often and when did you collect the data?

Surveys are provided to individuals once per year, and the Mood & Feelings Questionnaire is to be completed every 6 months with participants of the program.

g. Please provide a brief story (if any) related to this outcome.

Since starting Dual Diagnosis services, the individual has made steady progress in applying learned coping, safety, and symptom management skills in daily life, and they are increasingly able to recognize when they feel overwhelmed and respond with coping strategies rather than impulsive reactions. They now try to pause, use calming techniques, and communicate feelings more effectively, which has resulted in fewer family conflicts and healthier interactions. They can also now participate in family outings, trips, and extended family visits with no incidents, which were previously very difficult.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Through participation in Dual Diagnosis services and use of coping strategies, individuals appear to be better equipped to participate in activities with others in a variety of settings, such as taking part in family trips/activities, going for walks, and completing grocery shopping or taking part in other activities in the community. This qualitative information has been shared during case management meetings with our Dual Diagnosis Case Manager and PCP Case managers.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

There is room for improvement in the data collection tool to explore other impacts that the program may have on participants, such as offering space for individuals to qualitatively share additional feedback on how the program has impacted their mental health or overall well-being. The Dual Diagnosis program was able to assess this outcome for 1 out of 9 participants that it would be relevant to. In response, a specific effort to ensure data collection for all participants will be implemented moving forward, including the program coordinator monitoring receipt of assessment tools for each participant biannually.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: CCRPC - Community Services

Program: Decision Support PCP

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

The intended outcome is that those engaged in the Dual Diagnosis program will experience increased motivation, overall mental health, and awareness of thought patterns.

b. What was the target outcome?

The target of this outcome is for dually diagnosed individuals to experience improved positive outcomes.

c. What was the actual outcome?

100% of respondents (n=1) report feeling more equipped to manage their mental health symptoms, feel less depressed, and report having a more positive mindset.

d. What assessment tool did you use to measure this result?

The assessment tools used to measure this result include the Dual Diagnosis services survey and the Adult-Self Report Mood & Feelings Questionnaire: Short Version.

e. Who completed the assessment tool?

This survey was completed by individuals receiving Dual Diagnosis Services, and the Dual Diagnosis Case Manager completed the Mood & Feelings Questionnaire with participants.

f. How often and when did you collect the data?

Dual Diagnosis Services Surveys are provided to individuals annually and the Mood & Feelings Questionnaire is to be completed every 6 months with participants of the program.

g. Please provide a brief story (if any) related to this outcome.

When an individual first began Dual Diagnosis services, their anxiety made it difficult for them to do much of anything without support, and they struggled to let staff from RPC and provider agency into their apartment. The individual avoided being out in the community due to feeling overwhelmed and fearful, which led to the individual struggling greatly with isolation, socialization, engagement, and maintaining appointments. Since working with the Dual Diagnosis Case Manager, the individual has made incredible progress in caring for their home, putting more effort into their appearance and taking great pride in it, and is more motivated to complete daily tasks, including continuing to build healthy routines.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

In addition to the positive outcomes that are demonstrated over time through the Dual Diagnosis Services Survey and the Mood and Feelings Questionnaire, this outcome is complemented by the qualitative impacts that individuals note Dual Diagnosis services had on them and observable behavior. This type of information can be difficult to fully capture in a survey or assessment tool. The Dual Diagnosis Case Manager captures changes over time within case management notes, identifying client self-reported changes and case manager assessed changes, to demonstrate the full impacts.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The survey and Mood and Feeling Questionnaire data that are related to this outcome contain a great deal of information to condense into one outcome. Breaking this data down into smaller categories might make the data analysis more helpful. The Dual Diagnosis program was able to assess this outcome for 1 out of 9 participants that it would be relevant to. In response, a specific effort to ensure data collection for all participants will be implemented moving forward, including the program coordinator monitoring receipt of assessment tools for each participant biannually.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: CCRPC - Community Services

Program: Decision Support PCP

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

4

a. In about one sentence, identify the intended outcome.

Individuals receiving PCP Case Management services will have a current personal plan.

b. What was the target outcome?

98% of individuals receiving PCP Case Management services will have a current personal plan that contains at least one identified outcome.

c. What was the actual outcome?

98% of individuals served in the PCP Case Management program had current plans at the end of PY26.

d. What assessment tool did you use to measure this result?

Information gathered through completion of ICAP Assessments, Preference Assessments, and Discovery tools.

e. Who completed the assessment tool?

Assessment tools were completed by PCP Case Managers and Developmental Disability Services Program Coordinator.

f. How often and when did you collect the data?

Data is collected annually with each individual served through PCP Case Management services.

g. Please provide a brief story (if any) related to this outcome.

This individual receives PCP Case Management services and has demonstrated significant growth over the past year with support from Community Choices. One of their personal plan outcomes focused on developing job skills to obtain community-based employment, which they achieved by participating in the Work Empowerment Program and securing a part-time job with assistance from a job coach. They are proud to have maintained perfect attendance since starting their position. Another outcome involves building the skills needed for independent living, and Community Choices has supported them in establishing a hygiene routine, resulting in consistent showering and shaving. A plan is now in place to continue this progress by beginning work on household chores.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The outcome results demonstrate that the program is effective at completing annual person-centered planning with the intended target audience. Data for this outcome is thoroughly tracked by RPC Developmental Disability Service Program Coordinator to ensure that plans are completed on time and sent to provider in a timely manner.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This outcome focuses on the staff's performance to meet expectations of RPC's Developmental Disability Services program primarily compared to the impacts of person-centered planning on participants. While achievement of this outcome should be of direct benefit to clients as it means they have an up-to-date personal plan, this outcome could be improved by taking a deeper look into how person-centered planning or the planning process itself is impacting participants.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*



Mental Health Board
Annual Performance Outcome Report
Agency: **Champaign County Head Start/Early Head Start MHB**
Program: **Early Childhood Mental Health Svs**
2026
Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs and activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

High-quality, inclusive preschool education from birth to age five helps close achievement gaps, reduce future risks such as school disengagement and criminal involvement, and improve long-term outcomes by supporting social-emotional development, identifying developmental delays early, and providing children—including those with disabilities—with the individualized support they need to succeed.

2. In three sentences or fewer, please describe the program's activities.

The Social-Emotional Development Program provides evidence-based screening, assessment, consultation, coaching, and individualized support to identify children's social-emotional strengths and needs and connect them with appropriate referrals and services. The program collaborates with staff, parents, and community partners to develop individualized goals and support plans, address challenging behaviors, and promote co-regulation, empathy, attunement, and positive relationships. Through workshops, support groups, coaching, and virtual resources, the program strengthens staff and parent knowledge of social-emotional development, trauma-informed practices, stress management, compassionate caregiving, and culturally responsive practices.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

A preschool child was identified through developmental screening and classroom observation as needing additional support with emotional regulation, peer interactions, and challenging behaviors. The Social-Emotional Development Program collaborated

with the child’s teacher and family to identify strengths, establish individualized social-emotional goals, and develop a support plan using trauma-informed and developmentally appropriate strategies. Through ongoing coaching and consultation, teachers and parents were supported in using co-regulation, empathy, attunement, and compassionate limit-setting to help the child build positive relationships and coping skills. The child’s progress was monitored through continued observation, assessment, and collaboration, with referrals made when additional developmental or behavioral services were needed. This coordinated approach strengthened consistency between home and school while promoting the child’s social-emotional development, classroom participation, and overall school readiness.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

Why It Matters

=====

1. Select a Priority from the PY27 Board Approved List
Thriving Children, Youth, and Families

2. In 100 words or fewer, describe how this proposal aligns with the selected priority and why it matters. If more than one priority is relevant but not to be captured in a separate funding proposal, you may include a comment to that effect. (100 word limit)

Preschool prevents problems by closing achievement gaps and reducing the school-to-prison pipeline. It improves life outcomes like employment and reduces criminal involvement by teaching social-emotional skills from birth to age 5.

Creating inclusive classrooms for children from birth to 5 years old is crucial for those with disabilities to benefit educationally. Early screenings help identify delays early on, allowing to better support the child's needs. Since the pandemic, there has been a rise in delays and disabilities, leading to more IFSPs and IEPs. To address this, our teams meet weekly. They set goals, support teachers and parents, and closely monitor children.

100/ 100 words

Who Will Benefit

=====

3. In 100 or fewer words (not including the “Required Eligibility Criteria for Funded Services” statement in the form), identify the target population your program will serve and your rationale for this focus. Rationale may be based on empirical research, local needs assessment, or other cited source.

Activities funded by this grant serve low-income and at-risk children enrolled in RPC Early Childhood Education Program and their caregivers (teachers and parent/guardians).

In the aftermath of the pandemic, through our screening process, we are identifying higher numbers of children with

developmental delays, close to twice as many as in previous years. Our Mental Health Consultant, Coaches, and site-level committees meet weekly to develop goals, support teachers and parents, and monitor the children whose developmental screenings demonstrate delays, concerns, or a need for referrals.

83/ 100 words

Required Eligibility criteria for funded services. (Statement remains in all proposals). CCMHB contracts for services to people who meet the following criteria: (a) are residents of Champaign County as shown by address; (b) have evidence of a need for service based on an assessment; and (c) have limited financial resources to meet the cost of their care.

=====

Scope of Services

=====

4. If available, provide a link to the agency's website. Identify the specific activities or supports to be funded by the CCMHB. Include details on how the person being served contributes to the plan for their services. (300 word limit, so use links as needed!)

This application is intended to secure funding for four staff. One part-time Early Childhood Mental Health Consultant and three (of four total) full-time Social Skills and Prevention Coaches. Funding for a fourth coach was secured through an Early Head Start Expansion grant.

The social-emotional development program provides the following evidence-based services to children, staff, and parents:

1. Collaborates with parents and teachers through the S-E Committee to identify social-emotional strengths and areas of need in the children in their care, using assessments, observations (video when necessary)

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

Total Clients Served during the Program Year

=====

Target:

480

Actual:

328

Notes:

100 Treatment Plan Clients
380 Non Treatment Plan Client

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

7

Actual:

7

Notes:

Length of Participant Engagement, please indicate the average number of days

=====

Target:

180

Actual:

180

Notes:

The average length of engagement in services is between 3 months to 2 years.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?
The program served 328 clients compared to the target of 480, which may indicate a need for stronger outreach and community awareness of the availability and benefits of high-quality, inclusive preschool services. Because the program serves children from birth to age five, including children with disabilities and those experiencing developmental delays, eligibility criteria helps to ensure services reach children who can benefit from early identification, individualized support, and social-emotional development. The lower-than-target utilization suggests an opportunity to strengthen outreach and referral partnerships to connect more eligible families with Head Start services and ensure children have access to early supports that can improve their long-term educational and developmental outcomes.

RESULTS - please complete Questions 7 and 8 after you have completed the form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in your Program Outcome Reports. Consider what about your program is effective, how you can make improvements for each outcome (subsections h. and i. for the outcomes above), and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

The reported outcomes indicate that Head Start is effective in supporting children’s social-emotional development, strengthening family caregiving and stress-management skills, and improving staff and classroom practices. The increase from 67% to 80% of children meeting or exceeding age-level social-emotional expectations, along with strong parent-reported support and improved classroom observations, suggests that coaching, professional development, individualized services, and family collaboration are having a positive impact. Areas for improvement include increasing enrollment and outreach, providing additional support for staff experiencing stress and burnout, strengthening follow-up with families who have unmet goals, and continuing coaching around challenging behaviors, classroom planning, and consistent use of Pyramid Model strategies.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Over the next two years, Head Start would like to see a higher percentage of children consistently meeting or exceeding age-level social-emotional expectations, increased family completion of identified goals, and improved staff well-being with reduced stress and burnout. The program would also like to increase utilization from the current 328 clients toward the target of 480 by strengthening outreach, referral partnerships, and recruitment in areas of the community where eligible families may be underrepresented. To move closer to these goals, Head Start will continue individualized coaching, Pyramid Model and trauma-informed professional development, stronger follow-up with families, collaboration with specialists, and regular staff wellness and team-building activities.

Mental Health Board
Performance Outcome Report: Programs/Outcomes
Agency: **Champaign County Head Start/Early Head Start MHB**
Program: **Early Childhood Mental Health Svs**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____
1

a. In about one sentence, identify the intended outcome.

1. Children will demonstrate improvement in social skills related to resilience such as: a. Self-Regulation b. Initiative c. Relationship building/Friendship skills d. Emotional Literacy

b. What was the target outcome?

At least 75% of enrolled children will demonstrate age-appropriate or above age-appropriate social-emotional skills measured through Teaching Strategies GOLD and the DECA.

c. What was the actual outcome?

80% of children met or exceeded expectations

d. What assessment tool did you use to measure this result?

1. Pre and post resilience related social skills are assessed using DECA-P2 and DECA I/T. Throughout the school year, documentation is collected by teachers in teaching strategies GOLD regarding social emotional skills and evaluated during fall, winter, and spring checkpoints.

e. Who completed the assessment tool?

Classroom teachers

f. How often and when did you collect the data?

DECA- 2 times/year. Within 45 days of enrollment (pre-DECA) and in June (post-DECA).

GOLD- 4 times per year. Fall, Winter, Spring and Summer

g. Please provide a brief story (if any) related to this outcome.

The 2025–2026 checkpoint data show continued progress in children’s social-emotional development across the program, with children demonstrating growth in meeting or exceeding age-level developmental expectations. Program-wide, Head Start experienced its largest increase in social-emotional development, increasing from 67% of children meeting or exceeding expectations in the fall to 80% by the end of the school year.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The program’s intended target was to increase the percentage of Head Start children meeting or exceeding age-level expectations in social-emotional development, as measured through Teaching Strategies GOLD checkpoint assessments. The actual outcome increased from 67% in the fall to 80% by the end of the school year, representing a 13 percentage-point improvement. This increase demonstrates positive changes in children’s social-emotional development and suggests that ongoing coaching, professional development, and individualized supports contributed to improved outcomes.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Factors such as staffing shortages, inconsistent attendance, challenging behaviors, family stressors, and children with IEPs/IFSPs may have influenced social-emotional outcomes. The program will continue to provide coaching, professional development, individualized support, and collaboration with families and specialists to strengthen children’s social-emotional skills and overall development.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Mental Health Board
Performance Outcome Report: Programs/Outcomes
Agency: **Champaign County Head Start/Early Head Start MHB**
Program: **Early Childhood Mental Health Svcs**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____
2

a. In about one sentence, identify the intended outcome.

2. Head Start staff will demonstrate improvement interpersonal, stress management, and caregiving skills. And a reduction in Burnout/compassion fatigue.

b. What was the target outcome?

Post intervention, the compassion satisfaction scale would maintain or increase to "moderate" or "high". Post intervention, we would also want to see a reduction in burnout level and secondary traumatic stress level to "moderate" or "low" level.

c. What was the actual outcome?

The needs assessment shows teachers are reflecting on their ability to remain calm, respond to children's needs, and manage classroom triggers. This feedback reinforces the program's focus on strengthening staff skills and supports that ultimately benefit children and families.

d. What assessment tool did you use to measure this result?

2. Pyramid Model Needs Assessment

e. Who completed the assessment tool?

Teachers

f. How often and when did you collect the data?

2 times per year

g. Please provide a brief story (if any) related to this outcome.

The Pyramid Model Needs Assessment data show that teachers are actively using strategies that support children's social-emotional development, including maintaining positive relationships, helping children regulate emotions, responding calmly to triggers, and providing meaningful opportunities for engagement. The assessment also identified a need for continued support, particularly around classroom planning time, managing challenging behaviors, and receiving feedback. Overall, the data suggest that ongoing coaching, reflection, and professional development can strengthen teachers' caregiving and classroom-management skills and improve their ability to support children's social-emotional needs.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The outcome demonstrates program effects by showing that teachers are developing strategies to remain calm, recognize triggers, respond to children's needs, and manage challenging classroom situations, which can reduce stress and increase confidence in their caregiving and teaching roles. The assessment also identifies staff needs for additional feedback and support, allowing the program to use coaching and professional development to strengthen staff well-being and reduce stress.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The assessment identified a need for continued support, particularly around classroom planning time, managing challenging behaviors, and receiving feedback.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Mental Health Board
Performance Outcome Report: Programs/Outcomes

Agency: **Champaign County Head Start/Early Head Start MHB**

Program: **Early Childhood Mental Health Svcs**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

3. Parents will demonstrate improvement in stress management and caregiving skills.

b. What was the target outcome?

Post intervention, the compassion satisfaction scale would maintain or increase to "moderate" or "high". Post intervention, we would also want to see a reduction in burnout level and secondary traumatic stress level to "moderate" or "low" level.

c. What was the actual outcome?

Most families (86.2%) reported that staff had talked with them about stress and how to find support, while 98.5% felt that staff listened to their concerns and worked to meet their family's individual needs.

d. What assessment tool did you use to measure this result?

Parent Satisfaction Survey

e. Who completed the assessment tool?

Parents

f. How often and when did you collect the data?

Yearly

g. Please provide a brief story (if any) related to this outcome.

The 2025–2026 parent survey indicates that families are receiving meaningful support in managing stress and strengthening caregiving skills. Most families (86.2%) reported that staff had talked with them about stress and how to find support, while 98.5% felt that staff listened to their concerns and worked to meet their family’s individual needs. Additionally, 90.8% reported receiving assistance with setting family goals, and 84.1% reported completing those goals, suggesting that families are actively engaging in services that promote problem-solving, family stability, and effective caregiving.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The outcome demonstrates program impact through parent survey data showing that 86.2% of families reported staff discussed stress management and available supports, while 90.8% received assistance with setting family goals and 84.1% reported completing those goals. These results indicate that the program is helping families strengthen stress-management, problem-solving, and caregiving skills through individualized family support.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The results suggest room for improvement because 13.8% of families did not report receiving support related to stress management, including 4.6% who specifically reported that staff had not discussed stress and available supports. The 15.9% of families who did not report completing their family goals also suggests an opportunity to strengthen follow-up, individualized support, and connections to resources that help families manage stress and caregiving challenges.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Mental Health Board
Performance Outcome Report: Programs/Outcomes
Agency: **Champaign County Head Start/Early Head Start MHB**
Program: **Early Childhood Mental Health Svcs**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____
4

a. In about one sentence, identify the intended outcome.

4. Classroom management will demonstrate social-emotional sensitive interactions in fidelity with the Pyramid Model.

b. What was the target outcome?

Classrooms will demonstrate fidelity to Pyramid Model practices, as measured by TPOT, TPITOS, resulting in increased social-emotional competence, improved classroom climate, and fewer challenging behaviors among children.

c. What was the actual outcome?

The actual outcome demonstrates overall improvement in classroom quality, with increased teacher-child engagement, more positive guidance and problem-solving support, improved transitions and classroom management, and fewer observed red flags across sites.

d. What assessment tool did you use to measure this result?

TPOT/TPITOS - classroom management

e. Who completed the assessment tool?

Social Skills and Prevention Coaches

f. How often and when did you collect the data?

2 times per year- October and May

g. Please provide a brief story (if any) related to this outcome.

Over the course of the year, teachers across the program sites made noticeable improvements in classroom engagement, transitions, positive guidance, and helping children develop problem-solving and peer interaction skills. Observations showed fewer red flags, with teachers increasingly joining children's play, following their interests, and using language that focuses on what children can do rather than what they cannot do. While some areas still need continued support, the overall progress reflects stronger classroom environments and more positive experiences for children.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The outcome demonstrates the program's effect through improved teacher-child engagement, positive guidance, classroom management, transitions, and support for children's social problem-solving skills. Observation data showed fewer red flags and increased use of developmentally appropriate strategies, indicating improved quality and consistency of services.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The outcome suggests that continued support is needed in classrooms where teachers are still developing consistent activity planning and increasing informal, meaningful conversations with children. Teachers should continue strengthening positive guidance strategies by reducing the use of "no" and "stop" language and focusing on teaching children appropriate alternatives. Ongoing coaching, feedback, and support during TPOT/TPITOS observations can help sustain progress and address remaining areas of need.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*



Mental Health Board Annual Performance Outcome Report

Agency: CU Early

Program: CU Early

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs and activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

CU Early is a Birth to 3 home visiting program that supports the parent/child relationship by providing parental support and education, connections to community resources, as well as child development activities to ensure children are developing on track.

2. In three sentences or fewer, please describe the program's activities.

CU Early provides home visiting services to families 2 times per month. We also provide monthly playgroups for all enrolled families. We assist with connecting families with community resources and providing developmental screenings and referrals to Early Intervention.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

A pregnant mother or family with a child between birth and age 3 who is experiencing one or more risk factors such as low income, limited transportation, housing instability, limited support, language barriers, or concerns about the child's development receives ongoing support from a CU Early home visitor. Goals are set with the parent that focus on child development, and parental education. Goals are revisited and updated with the parent throughout the time the family is enrolled.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

CU Early completes an eligibility screening with every family to determine eligibility into the program.

Highest priority factors include homelessness, involvement with DCFS, domestic violence, substance abuse, parent is an English Language Learner, and families with Income 50% of FPL.

2nd tier: child with a developmental delay/IFSP, chronic medical condition, families with Income 50%-100% of FPL.

3rd tier: family in home without basic utilities, family lives in isolation, family receiving Public Aid, SNAP or a medical card; non-High School Graduate, families with income 100% -130% of FPL.

4th tier: family member in military service, single parent, low birth weight, prematurity.

CU Early staff complete an eligibility screening on every family to determine eligibility before enrollment can occur into the program. Families must provide proof of income documentation as part of the eligibility process. Families who score a 75 or higher on the Baby TALK eligibility screening tool are considered eligible for the program.

There are a variety of ways families learn about CU Early. We are a longstanding program in the community so families who are already enrolled or have been enrolled previously will encourage other families to enroll. CU Early is located at Urbana Early Childhood school (UECS) so we are able to connect with families who have children that come for developmental screenings and/or attend UECS and may have younger siblings. Because we are a partner with the home visiting consortium we are able to get referrals through this partnership, as well. We also attend community fairs to connect with families.

Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment of eligibility and need.

3

Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.

100

Estimate the number of days from the date of completed assessment to the date of first engagement in services.

3

Estimate the percentage of eligible persons who will engage in services within the identified timeframe.

95

Estimate the average length of time of participant engagement in services.

3 years

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

20

Actual:

25

Notes:

The CU Early home visitor served 25 children this program year and 22 parents. This includes one prenatal family. All families were Spanish speakers.

Time between assessment/intake and starting services, please indicate the average number of days

Target:

3

Actual:

3

Notes:

Once families have completed the eligibility screening and are found eligible for the program, services begin right away.

Length of Participant Engagement, please indicate the average number of days

Target:

3

Actual:

3

Notes:

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

The CU Early Spanish-speaking home visitor was fully enrolled throughout the past year, serving at-risk Spanish-speaking families who met CU Early’s eligibility criteria.

The CU Early Spanish speaking home visitor’s full caseload demonstrates that the funded position is not only needed but is being fully utilized. Referrals, community outreach, and word-of-mouth connections with Spanish-speaking families have helped us reach families who may otherwise face significant barriers to accessing early childhood services.

During the past year, the Spanish-speaking home visitor assisted with 7 children being referred to Early Intervention, and all 7 children are now receiving Early Intervention services with an Individualized Family Service Plan (IFSP) in place. In addition, the home visitor supported 6 children transitioning out of CU Early and beginning Pre-K services. These outcomes demonstrate the important role the home visitor plays in identifying family and child needs, connecting families with appropriate resources, and supporting successful transitions.

The CU Early Spanish speaking home visitor also served 4 Spanish-speaking teen parents, as they navigated parenting, education, and connections to community resources. Our CU Early home visiting program is the only program in the county that has bilingual Spanish speaking home visitors.

RESULTS - please complete Questions 7 and 8 after you have completed the form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in your Program Outcome Reports. Consider what about your program is effective, how you can make improvements for each outcome (subsections h. and i. for the outcomes above), and, overall, how you can use your outcomes to tell a story about your program.

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

I think that the CU Early program is working for families. We reached our goal of being fully enrolled with Spanish speaking families. In addition, our outcomes show that by providing ongoing support to families, children's health, wellness and child development increases in a positive way. In addition, enrolled families state that their understanding of their child 's development has increased.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Program staff are currently working on how we collect information that shows parents knowledge of their child's development and strategies for increasing parent's

We currently use the Piccolo, ISBE surveys that the parents and home visitors complete, as well as annual CU Early parent surveys to get information showing how the program has impacted families. We have found that the Piccolo observation tool is sometimes difficult for our families to understand. (Many of our families have low literacy skills). We are investigating other parent observation tools that might be more suitable to the families we work with that have many risk factors. Or, using the Piccolo in a different way to make it more meaningful for our parents.

Mental Health Board
Performance Outcome Report: Programs/Outcomes

Agency: **CU Early**

Program: **CU Early**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Enrolled Parents will increase their parenting skills and knowledge about their child's development.

b. What was the target outcome?

95% of parents will make progress in their parenting skills and knowledge.

c. What was the actual outcome?

The parent survey that families completed showed that 100% of parents stated that CU Early motivates them to try new parenting strategies. In addition 100% of enrolled families stated that CU Early program increases their knowledge of their child's development.

d. What assessment tool did you use to measure this result?

Piccolo Parent Child Interaction tool. Parents also complete an ISBE Parent Questionnaire survey that asks questions about their parenting skills, as well as an annual survey that asks questions like "CU Early motivates me to try new parenting strategies. And, "This program increases my understanding of my child's development. In addition, CU Early program staff complete an ISBE annual survey for each parent that shows resources they have provided to the family as well as their observations on how the parents interact with their children and what progress has been made with parent child interactions throughout the program year.

e. Who completed the assessment tool?

The Piccolo is completed by CU Early Spanish Speaking Home visitor alongside the parents. Parents completed the ISBE Parent Questionnaire survey on their own as well as the annual CU Early survey.

f. How often and when did you collect the data?

Piccolos are completed within 90 days of enrollment into the program. They are reviewed annually and updated as parents make progress. ISBE Parent Questionnaires are completed in May annually by the parent as well as by the CU Early home visitor.

g. Please provide a brief story (if any) related to this outcome.

One teen parent worked closely with a CU Early home visitor throughout the program year. At the beginning of the year, the parent was very apprehensive about her parenting abilities and did not understand how babies learn through play or the importance of talking, singing, and reading to her baby.

The CU Early home visitor provided age-appropriate toys and books and modeled ways the parent could use these activities to support her child's development. The parent was encouraged to practice these activities during home visits and to continue them between visits. Over time, the parent became more confident in her parenting abilities and began engaging more with her child through play, talking, singing, and reading. The home visitor intentionally pointed out the parent's progress and strengths, helping her recognize that she was successfully supporting her child's learning and development.

This example demonstrates CU Early's impact by showing a positive change in the parent's confidence, knowledge, and parenting practices. Through consistent coaching, modeling, encouragement, and provision of developmentally appropriate materials, the home visitor helped the parent recognize her own abilities and become more confident in supporting her child's early learning.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

These results show that parents are learning more about their child's ongoing development.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We are looking at using the Piccolo differently this program year and/or finding another observational tool that parents will feel more comfortable using.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Mental Health Board
Performance Outcome Report: Programs/Outcomes

Agency: **CU Early**
Program: **CU Early**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Children will make progress in their development.

b. What was the target outcome?

95% of children will make developmental progress annually

c. What was the actual outcome?

Out of the 25 children served, 12 children (48%) were developing on track, while 13 children (52%) were identified as having a developmental delay. However, 100% of the children made developmental progress in at least one developmental area from one ASQ checkpoint to the next.

d. What assessment tool did you use to measure this result?

Ages and Stages Developmental Questionnaire

e. Who completed the assessment tool?

The CU Early Spanish speaking home visitor completes the tool alongside the parent.

f. How often and when did you collect the data?

Developmental screenings are completed twice per year using the ASQ. At enrollment and every six months thereafter.

g. Please provide a brief story (if any) related to this outcome.

ASQ developmental screenings are completed on all enrolled children. The CU Early Spanish speaking home visitor completed an ASQ alongside the parent as part of the enrollment process into the program. The parent stated she had concerns about the child's speech and this was confirmed when the screening was completed. The home visitor shared the results with the parent and then discussed completing a referral to Early Intervention for additional services. The home visitor and parent worked on developmental goals for the child that focused on speech. And, because an IFSP was now in place, they also followed the goals set on the IFSP. The EI service provider, CU Early home visitor and parent all collaborated together to support the child's ongoing development.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Because the parent enrolled with our program they were able to get the support and advocacy they needed from their home visitors, as well as Early Intervention to support their child's ongoing development.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We will continue to complete developmental screenings alongside the parent, share the results with them and if a delay is suspected we will continue to refer families to early intervention and provide support to them as needed.

NOTE: *If there are additional program/outcomes to report on, please submit this form and open a new form.*

Mental Health Board
Performance Outcome Report: Programs/Outcomes

Agency: **CU Early**
Program: **CU Early**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Children will be up to date on their Well baby visits and immunizations.

b. What was the target outcome?

95% of children will be current on their well baby exams and immunizations.

c. What was the actual outcome?

98% of the children have received well baby exams and are current on their immunizations.

d. What assessment tool did you use to measure this result?

NA- we collect children's immunization records and well baby checks annually from the parent or get a release to get this information from the child's pediatrician or health clinic the child attends.

e. Who completed the assessment tool?

NA

f. How often and when did you collect the data?

Child health information is collected within 45 days of a child's enrollment, and then annually thereafter.

g. Please provide a brief story (if any) related to this outcome.

The CU Early home visitor will transport families to medical visits and work alongside the parent to review health records and ensure children have a medical home, and are seeing a Dr. regularly meeting the schedule for well child visits. We also provide these same services for our prenatal mothers.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The 98% of children who were up to date with well-child care and immunizations demonstrates that CU Early is effectively helping families access preventive health care and stay current with their children's medical needs. This outcome reflects the program's success in connecting families to health care providers, providing reminders and education, and helping families overcome barriers to care, which supports children's overall health.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

CU Early will continue strengthening partnerships with health care providers and ensuring families receive timely reminders about well-child visits and immunizations. In addition, CU Early home visitors will transport families to well baby visits, health visits as needed.

One area of concern this past year is that 85% of the prenatal mothers we work with received excellent prenatal care. While only 15% received only adequate care. We will be closely monitoring these numbers moving forward and offering the same supports to our prenatal mothers as we do to for our enrolled children

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*



Developmental Disabilities Board Annual Performance Outcome Report

Agency: Community Choices, Inc. DDB

Program: Customized Employment

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The goal of this program is for adults with I/DD to build skills for successful work, to find jobs and volunteer opportunities related to their skills and interests, and sustain those positions into the future.

2. In three sentences or fewer, please describe the program's activities.

We use two primary approaches to accomplish this goal. We provide 1:1 customized employment supports that includes a discovery process, skill building when necessary, job development and exploration, job coaching, and finally job maintenance. We also provide a Workforce Empowerment Program (WEP) for first time job seekers and others interested which provides classroom instruction on key soft skills for employment paired with real-world job shadowing opportunities to expand the baseline of work experiences participants have.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

All interested participants go through a meet and greet to learn more about the program, its activities and expectations. They can choose to go straight into our 1:1 Customized Employment Supports or participate in our Workforce Empowerment Program (WEP) to build skills and experiences prior to an individualized job search. If they choose WEP, they will be notified of the next session and the WEP coordinator will reach out when registration opens. Following WEP or if a person chooses to go straight to 1:1 Customized Employment, they are matched with an Employment Specialist and start the Discovery process which will help to

inform the direction of skill building and the job search to come. The Employment Specialist will then continue meeting with the person at least once per week until they find a job, at which point they begin job coaching and when ready, maintenance visits.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.
To be eligible for Customized Employment services, individuals must be at least 18 years of age and have a documented developmental disability and be on the PUNS list. Most importantly, individuals must be motivated to work. If individuals meet DRS criteria, their short-term services can be funded through DRS, and they transfer to the grant for longer-term support if needed. Those that do not meet DRS criteria start with the grant from the beginning.

18. How do you determine if a person meets criteria?
Enrollment on the PUNS Database, which requires a screening assessment through PSCI, will be used as an eligibility screen. Motivation will be determined by an individual requesting services and reporting a desire to work. If the person is unsure about work, they can still explore this option by participating in our First Time Job Seekers program (WEP/Workforce Empowerment) or completing the Discovery Process to explore their interests and opportunities.

19. How do eligible people learn about this program?
Community Choices conducts formal and informal outreach within the Champaign-Urbana community and Champaign County. Referrals to the Employment program come from area schools, and through word of mouth. In addition, we can refer to and from DSC, Champaign County Regional Planning, PSCI, Commission, DRS, Rosecrance, The Autism Program, and PACE. We informally reach out to the community through participation in outreach events – such as the Disability Expo, Jetty Rhodes Neighborhood Day, Pride Fest, and TPC events, and others.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need. (numeric answer)
14
Engagement in all Community Choices services begins with referral (formal or informal) and an intake meeting with the Membership Coordinator, typically scheduled within two weeks of the initial contact. The length of time between intake and assessment for services is dependent upon how quickly individuals can provide the required documentation.

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe. (numeric answer)
90%
Once paperwork is complete, individuals are placed on the waiting list and served on a first-come, first-served basis. Due to the individualized nature of the services, Employment Specialists can only support a limited number of people at a time. Individuals are typically on the waiting list for 3-9 months before actively working toward employment. Information about a person’s position on the waitlist is available to them at any point.

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services. (numeric)

60 days
From the time the person starts on the waiting list to initiation of the discovery process.

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe. (numeric)
75%
75% of people will move from the waiting list and begin discovery within 30 days. **People who do not wish to start within 30 days will not be included in this average.

24. Estimate the average length of time of participant engagement in services or supports. (Identify and use the unit most appropriate to this program.) (20 word limit)
Discovery and Job Matching typically last 2-6 months, followed by up to 18 months of long-term support.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

50

Actual:

50

Notes:

Time between assessment/intake and starting services, please indicate the average number of days

Target:

60

Actual:

123

Notes:

As noted in the comments for outcome 2a, staff openings and slow hiring increased our wait times this fiscal year. Wait times began to lessen once staff was hired part way through the year.

Length of Participant Engagement, please indicate the average number of days

=====

Target:

540

Actual:

821

Notes:

Length of participation is extremely variable. 821 days is the average length of time the participants who were closed in FY26 were engaged in the program. There are many different factors that impact a person's time in the program - length of time to get hired, job site environment, personal skills and abilities, interest in receiving support, and others. If a person is hired and doing very well, we generally will close them after 18 months (540 days) of support.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?
Program utilization for this department remains very consistent. As noted in the details for outcome 2a, our ability to move people off the waiting list and into active service was slower than our target this year, which is something we are working on.

Regarding racial demographic data, this program does have a slightly higher proportion of white participants compared to county census data - 72% compared to 76%. African American participants were also proportionally less represented with only 10% compared to 14.8% of the county population. As with our Connect (self-determination) program data, we were notably underrepresented in latinx participants, which we are looking into. It's difficult to say without more advanced calculation if these numbers are statistically significant. Regardless, they are something we pay attention to.

Age is another demographic that is noteworthy. As observed, our participants are skewing younger. 38% of our participants are 25 and younger with another 30% under 30 years old. Over many years, we have noticed that younger participants are an indicator of a changing mindset in families and the school system that young people with I/DD should enter the workforce. We've also observed that our younger participants often take additional time to build experiences, learn soft skills, and generally mature in the ways that are associated with higher degrees of employment success. While certainly not a problem, this is a demographic factor that does impact program timelines and delivery methods.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

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7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

There are two main priority take aways for this program based on the outcome data. First, hiring times have slowed for many participants and across the job market. This causes a series of issues within our program that deserve attention. Overall, it slows down all aspects of our process. The fewer participants who get hired the fewer people we can quickly pull from the waiting list. Both those who are waiting to start and those who are not hired for a long period can lose motivation, optimism, and confidence in the process. This can then further complicate the chances of a productive partnership and eventual job match.

These slow, drawn out job searches cause frustration, the second priority issue we notice in our outcome data. We see this expressed in the data from outcomes 1a and 1b. These scores were markedly lower than in previous years. In the survey that we use to gather this outcome data, we also ask participants and their families to choose a series of words that they feel describe their employment journey with us. There was a clear shift towards the more negatively coded words compared to the same question last year. (You can view the comparison at this link: <https://drive.google.com/file/d/1hMc-cxS5nvRHIQTjTSa-cPRZfyjvL0k/view?usp=sharing>)

An anecdotal observation which does align with the data referenced above is that our job seekers are trending younger, with somewhat higher support needs, and with less vocational and community-based experiences. These things are not dealbreakers in the employment process, but they can make it more challenging or time consuming. At the same time, the expectation of community employment for people with I/DD is now the norm for most families. This means that parents often have strong feelings and similarly experience disappointment and frustration when a job search is not immediately successful. Overall, this trend does mean that the needs of our job seekers in terms of the depth and volume of needed support is different.

Our employment department has taken a lot of time to reflect on and consider this shift in the job market as well as the experience of our participants. We’ve identified a few areas where our processes and supports could be changed and adapted to meet the needs of today’s job seekers. Specifically, we are working toward developing a section of our discovery and development process that focuses on foundations for success. This will include explicit time set aside to ensure the person has the basic resources and skills that we know are associated with better employment outcomes. This will include a reviewing if the person has a phone and the skills to use it, a professional email address and a clear communication plan with their employment specialists, and tools and routines for consistency and punctuality such as alarm clocks and some type of sleep routine. While these are addressed in our current process, we believe that additional attention early on will be helpful and create a clearer set of expectations for the job seeker and their family.

=====

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

In the next two years, we would like to see the rate of hiring increase - meaning that more people would be hired and wait times for services would decrease. We would also like to see the experiential data from our participants and their families improve. As

noted above, we have been reflecting on these issues and have some actionable steps that we plan to address in the coming months and years.

First, we'll be reviewing our discovery process both in content and delivery to determine if our current questions and implementation routines are still meeting the needs of today's participants. We'll be considering things like foundational skills for employment and community independence and building in additional time and systems to address those areas if needed. Additionally, we'll be looking at our Job Development process and working on creating additional tools to support newer employment specialists with job carving and employer networking - two of the most challenging areas of customized employment process. Finally, we'll look at the intensity of our job search process and review if building in additional development sessions with participants may be a way to address both issues - slow hiring and increasing participant support needs and frustrations.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Customized Employment

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1a

a. In about one sentence, identify the intended outcome.

100% of participants with I/DD who have participated with CE supports in the past year will report engagement and support in the employment process.

b. What was the target outcome?

100% of participants feel engaged and supported.

c. What was the actual outcome?

90.5% of participants feel engaged and 85.7% feel supported.

d. What assessment tool did you use to measure this result?

The Annual Customized Employment Annual Survey

e. Who completed the assessment tool?

A blend of participants with I/DD and their family members completed the survey too

f. How often and when did you collect the data?

We collect survey data (through multiple requests) one time during the spring each year.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

In addition to wanting people with I/DD to find jobs, we hope our services encourage them to feel empowered and supported. This outcome attempts to measure how the program impacts the individual's mindset and feelings about the process.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Slower job development periods typically result in participants being less engaged and less optimistic. We are not surprised that this slow down would also impact the participants and their families' assessment of how supportive our services have been. We are looking into adjustments in our discovery and development routines that could impact participant's mindset for the better.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Customized Employment

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1b

a. In about one sentence, identify the intended outcome.

85% will report that their strengths and interests are important to the employment process.

b. What was the target outcome?

85% of participants feel their strengths and interests are important.

c. What was the actual outcome?

66.7% of participants felt their strengths and interests were important, while 28.6% felt neutral.

d. What assessment tool did you use to measure this result?

The Annual Customized Employment Annual Survey.

e. Who completed the assessment tool?

A blend of participants with I/DD and their family members completed the survey tool

f. How often and when did you collect the data?

We collect survey data (through multiple requests) one time during the spring each year

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

We aim to provide personalized services which require that our employment specialists focus their work around the skills and interests of our participants. This outcome is an indicator of if that aim is observed and felt by our participants and their families.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This year's result was a 6% decrease from FY25 and indicates a need for improvement. It does correspond to our anecdotal data that shows that job searches and the job market to be slower than in previous years.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Customized Employment

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

2a

a. In about one sentence, identify the intended outcome.

Within 60 days of indicating desire for support, a total of 15 individuals identify their work interests and strengths in the Discovery process

b. What was the target outcome?

Participants spend 60 days or less on the waiting list before beginning Discovery.

c. What was the actual outcome?

123 days

d. What assessment tool did you use to measure this result?

The Employment Tracking Sheet

e. Who completed the assessment tool?

Employment Staff members

f. How often and when did you collect the data?

This data is continually updated as participants move through our employment process - but at least quarterly.

g. Please provide a brief story (if any) related to this outcome.

The length of time on the waiting list can be impacted by multiple factors. One typical impact is if the person chooses to wait until they can participate in our twice per year Workforce Empowerment Class before beginning, which increases the length of wait time. The other factor is staff availability, such as open positions, which we had several this year.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This outcome seeks to capture our goal to quickly engage participants when their interest in or need for employment is high. A long wait can impact a person's motivation which is related to positive employment search outcomes.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

There was room for improvement this year, though a closer look at the data does share a more nuanced understanding. First, when looking at wait times after open positions were filled, the wait was only 97 days. Second, when removing the individuals who chose to wait to begin, the average again drops to 99 days.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Customized Employment

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

3a

a. In about one sentence, identify the intended outcome.

Individuals will work to obtain paid (n=13) or volunteer (n=7) employment within the grant year and 80% will find a position within 6 months.

b. What was the target outcome?

20 total people seek positions and 80% find positions within 6 months.

c. What was the actual outcome?

21 total people sought positions (16 sought paid/5 hired at new employers, 5 sought volunteer/5 hired at new volunteer locations) with 90% of those hired finding their roles within 6 months (average of 3.1 months).

d. What assessment tool did you use to measure this result?

We used our Employment Tracking Sheet & Quarterly Narrative Reports.

e. Who completed the assessment tool?

Staff tracked service usage and participants timeline through the employment phases.

f. How often and when did you collect the data?

Data was collected continually based on the individual's process and confirmed in narrative reports quarterly.

g. Please provide a brief story (if any) related to this outcome.

One participant found a position at Clark Lindsey Village and is doing very well. Another participant found a position with an extremely supportive manager at Parkland, however he did choose to leave the job after a couple of months due to declining mental health unrelated to his job. A different participant was looking for a volunteer position and was hired at Champaign Public Library to hold story circles for children.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The aim of this program is to find individuals with I/DD jobs. This outcome is looking directly at the number, direction, success, and timeline for this overarching program aim.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

While the interest and use of our program remains high, the rate of hiring has been slow. We are looking at adjusting our processes to try and mitigate any barriers within our power as much as possible in order to find more jobs. Despite slow hiring for many participants, some people were hired well under our 6 month search-time goal.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Customized Employment

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3b

a. In about one sentence, identify the intended outcome.

100% of job matches relate to a person's employment themes.

b. What was the target outcome?

100% of participant job matches related to the person's themes (interests/skills/ideal conditions)

c. What was the actual outcome?

100% of job matches relate to the employee's themes.

d. What assessment tool did you use to measure this result?

The Employment Specialist working with the individual keeps track of their themes from their plan and hiring information so that they can add it to the Employment Tracking Sheet.

e. Who completed the assessment tool?

We collect this data when a person is hired, which has a varied timeline.

f. How often and when did you collect the data?

We collect this data when a person is hired, which has a varied timeline.

g. Please provide a brief story (if any) related to this outcome.

One individual found a position at Clark Lindsey doing housekeeping and general support. Her theme was helping people and cleaning/janitorial. She loves her position and her coworkers and residents are very happy with her.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Our aim is not to simply place people with I/DD in jobs, but rather to find them personalized positions related to their skills and interests. This outcome tracks how person-centered our overall aim of job matching is. It holds us accountable to the desires of our program participants, which is our intention.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This is an area of the program that continues to be consistently successful. It does vary from the data collected in outcome 1b, though that data is collected from all participants, including those who have not yet found jobs. We believe that this accounts for the discrepancy between the history of success with well matched jobs and participants' impression of how well we incorporate their skills and interests into the job search.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Customized Employment**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

4a

a. In about one sentence, identify the intended outcome.

20 individuals become independent at their jobs through job negotiation and coaching within two months of their start date.

b. What was the target outcome?

20 individuals become independent at their jobs within 2 months.

c. What was the actual outcome?

Defined as working a full shift without a job coach present, the 10 individuals who were hired this year were independent in an average of 21 days.

d. What assessment tool did you use to measure this result?

We used our Employment Tracking Sheet, Case Notes & Quarterly Narratives to track this data.

e. Who completed the assessment tool?

The employment specialist assigned to each job seeker keeps track of this information.

f. How often and when did you collect the data?

Data is collected when the person is hired at their job, the timeline for which varies.

g. Please provide a brief story (if any) related to this outcome.

The time it takes for someone to work independently at their job varies considerably from person to person and is often impacted by the type of job and frequency of shifts. When working often the person tends to build confidence and independence more quickly. The person's comfort with and desire for having external support also impacts when the job coach will begin fading away from shifts.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Many people express the belief that people with I/DD will always need support of a job coach when on the clock. We push back against that belief as many people with disabilities are extremely independent and effective workers. This outcome aims to set a high expectation for this possibility and shows that it is very achievable.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We were quite successful with this outcome, so significant improvement does not seem called for. We will continue to review and adjust to the needs of our participants, who do have a high degree of variability in their support needs.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Customized Employment

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

5a

a. In about one sentence, identify the intended outcome.

70% of individuals keep their jobs for at least 1 year.

b. What was the target outcome?

70% of individuals keep their job for 1 year.

c. What was the actual outcome?

Of the 41 individuals who we worked with who were employed as of 7/1/26 34, or 83% were still employed as of 6/30/2026 with 50% of those who ended their employment during FY26 doing through their own choice.

d. What assessment tool did you use to measure this result?

We track on-going employment sustainability on our Quarterly Narrative document.

e. Who completed the assessment tool?

Employment Specialists update this section of the document.

f. How often and when did you collect the data?

Employment specialists update both current and previous year's job matches to determine job sustainability quarterly.

g. Please provide a brief story (if any) related to this outcome.

We have been tracking the sustainability of our job matches since 2018 and have found that 70% of the people who do leave positions we've helped to secure do through their own choosing or through forces outside of their control. While some people we close and have little contact with, we are finding that our job matches have a good rate of long term success.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Our aim is to find matches that are good fits for the person and the employer. Long term job sustainability is an indicator that our support has been useful for finding these mutually beneficial job matches. Similarly, tracking why people leave their jobs and noting that they do so in order to find something new is also an indicator that people with I/DD also have long term career goals and changing employment desires, which we can and do support.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We have had strong and consistent success with this outcome, so it does not seem like a priority for changes.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Customized Employment**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

6a

a. In about one sentence, identify the intended outcome.

100% of the 10 participants show growth in knowledge and/or professionalism after 12 weeks

b. What was the target outcome?

100% of participants increase knowledge and professionalism.

c. What was the actual outcome?

43% of the 7 participants showed growth in their knowledge and professionalism, while 29% stayed the same, having very high scores on the assessment from the start, and 28% showed a small decrease.

d. What assessment tool did you use to measure this result?

First Time Job Seeker Key Skills Pre/Post Assessment and a Weekly Tracking sheet was used to measure this outcome.

e. Who completed the assessment tool?

The participants completed the pre/post assessment while the facilitator completed a weekly formative assessment.

f. How often and when did you collect the data?

Pre/Post Assessments were done at the start and end of each session, while the facilitator assessed performance weekly.

g. Please provide a brief story (if any) related to this outcome.

Though the pre/post assessment showed that some participants lost or remained stable with their skills, the facilitator was able to identify concrete examples of growth for all participants across the sessions. For example, the two individuals who showed a decrease in their assessment scores were observed to begin dressing in a more work-appropriate manner (neat pants and T, instead of PJs) and the other showed better attentiveness and professional communication skills over the 10-week session.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The purpose of this offering is to support individuals to grow their soft skills related to employment - things like verbal and nonverbal communication skills, dress, punctuality, and other generally agreed upon job requirements. This outcome seeks to measure if this is happening.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We would like to see all of our participants making progress on our pre/post assessment, though we recognize that these formalized tests are not a good measure of everyone's skill or growth. We also include a facilitator's weekly assessment notes as a measure, but think that in the future asking participants to give themselves a self-assessment could be a useful indicator of individual progress.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Customized Employment

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

6b

a. In about one sentence, identify the intended outcome.

80% of participants find community jobs within one year of program completion, if they choose to seek employment

b. What was the target outcome?

80% of participants find community employment within a year of session completion.

c. What was the actual outcome?

63% of participants who completed the course in FY25 found employment within a year.

d. What assessment tool did you use to measure this result?

We track this on our Quarterly Narrative Document.

e. Who completed the assessment tool?

Employment Specialists track this information.

f. How often and when did you collect the data?

This is tracked at least quarterly

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One aim of this program is to prepare individuals for success in their job search and employment. Ideally, the skills and experiences they have in the course will help them to better identify jobs they are interested in, interview well, and get hired.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We would have liked to see more session participants find employment within a year. Improving hiring rates is something that we are looking at across the program. We also acknowledge that an open staff position within our employment program did increase wait and transition times for participants overall, which likely had a negative impact overall.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

**Developmental Disabilities Board
Annual Performance Outcome Report**

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**
2026
Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program’s goals.

This program aims to support adults with I/DD to design, build, and maintain their own personalized “Home Life”. We assist with all aspects of Community Living and Support, including finding and maintaining a home and coaching related to the skills and routines that allow day to day living to be sustained.

It also aligns with the Personal and Community Life priorities in the ways that it supports people and families with self-sufficiency in independent living, provides support in a person’s family home, and in the capacity it has to support families in planning for the future.

2. In three sentences or fewer, please describe the program’s activities.

This program uses Team-Driven Community Supports that are funded through both the CCDDDB grant and Waiver funding, Family-Empowered Support funded by CCDDDB and HBS Basic Self-Direction Assistance, funded only through the Waiver. Team-Driven Community Supports are ala care and include short and long-term services and supports in any of the following domains: Household Management, Communication, Community Engagement, Health and Relationships, Health and Medical, Finances, and Comprehensive HBS Administration. Family-Empowered Support helps families and individuals gain the information and confidence they need through Future Planning Workshops and Personal Development Classes.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a “composite case” that combines information from multiple actual cases.

Some participants engage in many of the program activities and receive Team-Driven Community Supports in multiple domains, while other participants may only participate in one activity or class during the year. A “typical” participant in the ICS program participates in Team-Driven Community Supports, having a personalized Action Plan with goals in 3-4 domains. They will also

participate in a Personal Development class during the year if it aligns with their interests and schedule. The participant’s parent will attend the Future Planning Workshops, beginning to plan for their adult child’s future in critical areas of the DD service world.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

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4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

7. How will your organization's proposed program coordinate or partner with these providers on behalf of the target population? (200 word limit)

Individuals with state funding are assigned an ISC through PSCI to provide conflict-free case management services. Those who are awaiting services are assigned a case manager through RPC. Both of these services include the development of a Person-Centered Plan and support with referrals to organizations who can provide services referenced in that plan. Our Inclusive Community Support Program is happy to accept referrals from either organization. We are able to engage in the ISC/Case Manager’s planning process. These programs can support and complement each other. We encourage the use of any variety of services and providers that meets a person’s needs. However, because of the similarity between our Program and DSC’s Community Living Program, individuals are asked to choose only one. To ensure there is no overlap, CC asks all new participants if they are using DSC’s Program and works with ISCs to avoid these situations. Individuals with waiver services will work with their ISC to choose if they want SDA services and from which provider they would like to receive services. Community Choices communicates and cross-promotes classes with PACE. Participating in classes at one organization does not impact a person’s ability to participate in classes at the other.

8. List all organizations with which you have WRITTEN working agreements. (200 word limit)

We currently have written agreements with the following organizations:

- PACE
- Champaign County Healthcare Consumers
- Champaign County Regional Planning Commission
- DSC
- Urbana Park District
- RACES
- Experience Champaign Urbana
- Continuum of Homeless Service Providers
- Uniting Pride of Champaign County
- MTD
- The Alliance
- Queens University (Canada)
- Champaign Center Partnership

We have strong working relationships and informal partnerships with the following organizations:

- Champaign Urbana Public Health
- The University of Illinois SPED Department
- Promise Healthcare
- The Autism Program
- Champaign-Urbana Special Recreation (CUSR)
- The Housing Authority of Champaign County

9. Briefly cite the evidence-based, evidence-informed, recommended, promising, or innovative practice featured in the proposed service(s) or support(s), including a link. (250 word limit)

The Community Living program aims to create real supportive housing options for individuals with I/DD living in Champaign county. Though CILAs are an important option, we work under the assumption that not all people with I/DD need or want to live in group home settings. Instead, we believe that each person has the right (generally, and supported by the supreme court’s Olmstead decision) to live in their own homes in fully integrated settings of their choosing. Using the principles of Supportive Housing and the approach of Community Support Teams from the mental health field, we support individuals to find housing that meets their needs, and offer a full set of services ensuring their living situation is sustainable. This approach is supported by federal law and DOJ guidance as well as in academic research:

In a 2011 The Department of Justice issues a statement outlining the continued need for genuine community-living options for people with disabilities: https://www.ada.gov/olmstead/q&a_olmstead.htm

Research also supports Supportive Housing and Living models as cost-effective methods which are more, supportive of participant choice, community access, and social integration:

Roger J Stancliffe & Sian Keane (2000) Outcomes and costs of community living: A matched comp

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the “Notes” field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

58

Actual:

76

Notes:

Target: 58 (30TBCs, 28 NTCPs)
Actual: (33 TPCs, 43 NTCPs)
Future Planning Workshop Participants - 21, Personal Development Classes - 22, Team-Driven Supports (TPCs) - 33

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

60

Actual:

0

Notes:

The time between intake and starting Team-Driven services varies depending on confirmation of PUNS eligibility, availability of the participant and family/support team, and schedule of ICS staff.

Length of Participant Engagement, please indicate the average number of days

=====

Target:

0

Actual:

0

Notes:

Support within this program is tailored to the person. It can last a few weeks or be ongoing. We have found this to continue to be true based on the individual and what goals they choose to work on and supports they need. Classes within this program continue to last 6-8 weeks, and Future Planning Workshops are once a month for 5 months.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?
Our data shows strong utilization data. We surpassed our goal for total clients served for the year. Specifically the number of NTPCs in our Future Planning Workshops highly exceeded our expectations.

One area that warrants attention is eligibility, which is a type of demographic data (PUNS enrollment) that we track. We are having an increasing number of participants be found either ineligible for PUNS after being on the list for many years or be found clinically ineligible once they are pulled from the list and go through the clinical eligibility process. This is an issue that is happening more broadly than with Community Choices, but given this program's focus on building and living in the community, this is an area where our specific demographic information is being impacted by decision making criteria at the state level which

has the potential to irreparable harm to individuals in our community who need support. From the data, it appears that there is strong evidence that families need information and support in planning for the future of their adult children with I/DD. Individuals report that it is difficult to think about how to help their adult children build the skills needed to live more independently, and even more overwhelming to think and plan for a future that will one day not include them. Feedback received from the Future Planning Workshops indicated that breaking planning down into manageable sections was helpful. Giving parents a framework for planning that can be updated and reworked as their adult child’s needs and abilities was also something participants appreciated. One suggestion that is already being worked into FY27’s Future Planning Workshops was to add a second “Binder Work Day” each month where families can ask questions while they work on their planning binders.

Other comments in the Future Planning Workshops surveys highlights a concern for many families and validates the cooperative model of Community Choices as an organization. Multiple participants commented that the lack of extended family family involvement was a concern in their adult child’s future. Who will take over some of the roles and responsibilities they as parents fill? It has long been part of the mission of Community Choices to support individuals and families in building community, networks, and relationships. As Community Choices works to create easier ways for members to connect with each other and build community, hopefully families and individuals without close extended families can begin to identify and build relationships that can meet some of these future needs.

The Team-Driven Community Support data collected indicates that the Inclusive Community Support Program is effective at supporting people with I/DD to build skills, grow their support networks, and build/maintain the community-based lives people want. Data in the surveys and narrative reports completed by ICS staff show that this program is very personalized to an individual's needs and circumstances, with goals ranging from creating a grocery shopping list to being able to multi-task in the kitchen. The data also shows that some skills take multiple years to master confidently, and that needing ongoing support in an area shouldn’t limit that person’s ability to live independently.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

From the data, it appears that there is strong evidence that families need information and support in planning for the future of their adult children with I/DD. Individuals report that it is difficult to think about how to help their adult children build the skills needed to live more independently, and even more overwhelming to think and plan for a future that will one day not include them. Feedback received from the Future Planning Workshops indicated that breaking planning down into manageable sections was helpful. Giving parents a framework for planning that can be updated and reworked as their adult child’s needs and abilities was also something participants appreciated. One suggestion that is already being worked into FY27’s Future Planning Workshops was to add a second “Binder Work Day” each month where families can ask questions while they work on their planning binders.

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8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

By helping families plan and think about the future, the types of support their adult child needs, and how other people can come in to provide that support, we hope that parents and individuals will be able to envision and create the future where they can live independently in the community without needing to move into a group home. By using ICS services in partnership with natural supports and/or additional agency services we hope that individuals can continue to live the life they want without intensive family support. By supporting families and individuals to think critically about what their needs are, we hope to improve and enhance our ICS services and supports in order to be able to support adults with I/DD who need a higher level of support than what typical CC participants may have had in the past.

Two specific areas of need come to mind when thinking about the future of ICS services: the need for rep payee services and personal support workers. Community Choices currently does not offer rep payee services. However, we're beginning to look at if this would be possible in future as it is a real need and concern families have when thinking about the future. There is also a large need for connecting with and training personal support workers. Families struggle to find potential PSWs, train, and supervise them. In the past CC has attempted to maintain a small database of potential PSWs that families could contact. In the future we hope to be able to work with PACE to potentially provide some more resources for families in need of PSWs.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: Inclusive Community Support (Com Living)
2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1a

a. In about one sentence, identify the intended outcome.

100% of families report a greater knowledge of system resources after participating in at least 3 Family Resource Workshops (changed name to Future Planning Workshops).

b. What was the target outcome?

100% of families

c. What was the actual outcome?

100% of families report a greater knowledge of system resources after participating in at least 3 Family Resource Workshops (changed name to Future Planning Workshops).

d. What assessment tool did you use to measure this result?

Future Planning Workshop Assessment given at the end of each session and tailored to the content of each session.

e. Who completed the assessment tool?

Family members who participated in the Future Planning Workshops.

f. How often and when did you collect the data?

At the end of each of the 5 Future Planning Workshop sessions.

g. Please provide a brief story (if any) related to this outcome.

We planned to offer these future planning workshops knowing that a couple of our members had created preliminary planning binders for their adult child's future. We hoped that some family members would attend and that we could help them begin to think about their child's future. By the second session attendance increased beyond what we expected and we were able to work with a community partner to find a larger space to hold the remaining sessions.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The fact that 100% of participants indicated that they are likely or very likely to use the information and skills from the workshops illustrates that families want to plan for the future, but lack the time and resources to get started on their own. It is a daunting task and the workshops offer a framework and support that people find helpful and useful.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Comments in the Future Planning Workshop Assessments suggested having " binder work time" to use the planning tools with the support of CC staff and other participants. We plan to incorporate that in next year's sessions.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

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Outcome # _____

1b

a. In about one sentence, identify the intended outcome.

80% of families report having a greater confidence in a long-term living plan after participating in at least 1 year team-based Community Supports.

b. What was the target outcome?

80% of families

c. What was the actual outcome?

100% of families that have participated in at least 1 year of team-based Community Supports report having greater confidence in a long-term living plan

d. What assessment tool did you use to measure this result?

Annual Family Evaluation Form

e. Who completed the assessment tool?

f. How often and when did you collect the data?

Once a year at the end of the fiscal year

g. Please provide a brief story (if any) related to this outcome.

Families who completed the survey were asked to choose words to describe their experience with the ICS team-driven supports. Families selected the following words: supported, optimistic, learning, empowered, useful, creative, helpful, important, and challenging.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Families that have participated in at least one year of Community Support are feeling more confident in having a plan for their family member's living arrangement, thinking about what level or type of support their family member will need now and in the future. The assessment also indicates that support from CC staff in this process has been helpful.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We would like to have a higher return rate for surveys and hear back from more families. The evidence we have received indicates that we should continue supporting families to make goals and plans for their family member's immediate (1 year) and longer term (5+ years) planning.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1c

a. In about one sentence, identify the intended outcome.

100% of individuals participating in personal development classes will report a growth/skill development based on course assessments.

b. What was the target outcome?

100%

c. What was the actual outcome?

85%

d. What assessment tool did you use to measure this result?

Class post evaluation

e. Who completed the assessment tool?

Personal Development class participants who chose to complete the survey

f. How often and when did you collect the data?

The last session of each of the 6 personal development classes held in FY26.

g. Please provide a brief story (if any) related to this outcome.

For the first time CC held a class about "Handling Life's Transitions," in response to observing that many of our members experienced a variety of large life changes in the past 1-2 years. 100% of class participants reported that they gained confidence or skills from participating in the class, listing such skills as coping skills, connection with others, and emotional processing skills.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Some participants were participating in particular classes for the first time. Some participants had participated in similar classes before. 85 % of participants reporting a growth or skills development shows that people may need multiple classes or opportunities to develop skills and confidence in their skills.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We would like everyone to experience growth or improvement every time they participate in a personal development class. One area for improvement is discovering if people are learning skills, but don't report that because they still need to develop confidence through more repetition, or if the material should be adjusted to challenge some participants.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2ai

a. In about one sentence, identify the intended outcome.

95% of participants in team-based Community Supports will maintain stable housing

b. What was the target outcome?

95% of participants

c. What was the actual outcome?

100% of participants

d. What assessment tool did you use to measure this result?

The Independent Living Skills Checklist, an assessment tool we created and then refined with the Evaluation Capacity Team.

e. Who completed the assessment tool?

ICS staff complete the ILSC with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial assessment is completed upon entry into the ICS program, followed annually thereafter.

g. Please provide a brief story (if any) related to this outcome.

We are able to work closely with participants who do not live in their family home to search for and maintain housing that fits their needs and is within their budget. Supports for this can include creating a budget, planning to ensure rent and utility payments are made, and accessing public benefits.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Stable housing is integral to living in the community and building a life in the community.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

It will continue to be important to stay informed about local resources and benefits as the funding of more traditional long-time public services and benefits is in jeopardy.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2aii

a. In about one sentence, identify the intended outcome.

85% of participants in team-based Community Supports indicate they are satisfied with their housing.

b. What was the target outcome?

85% of participants

c. What was the actual outcome?

94% of participants

d. What assessment tool did you use to measure this result?

The Independent Living Skills Checklist, an assessment tool we created and then refined with the Evaluation Capacity Team.

e. Who completed the assessment tool?

ICS staff complete the ILSC with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial assessment is completed upon entry into the ICS program, followed annually thereafter.

g. Please provide a brief story (if any) related to this outcome.

The majority of participants are satisfied with their housing and 2 participants were able to move into their preferred living arrangements during the past year. One participant indicated that they are thinking of moving out of their apartment if they can find something that still meets their needs but is closer to where their friend lives.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

It demonstrates that this program has been successful in helping participants find and/or maintain housing they are satisfied with. Just as with the general population, our program participants experience times when they feel it "would be nice to have" this extra amenity or perk about where they live. But in general the participants we support in the program live in arrangements they are happy and satisfied with.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Continuing to offer housing and household management supports within the ICS program that are person-centered is important to the success of this program.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2bi

a. In about one sentence, identify the intended outcome.

90 % of participants in team-based Community Support will increase their ILSC scores in domains associated with their personalized goals after at least 1 year of support.

b. What was the target outcome?

90% of participants

c. What was the actual outcome?

69% of participants reported increasing their ILSC score in at least 1 domain associated with a personal goal

d. What assessment tool did you use to measure this result?

The Independent Living Skills Checklist, an assessment tool we created and then refined with the Evaluation Capacity Team.

e. Who completed the assessment tool?

ICS staff complete the ILSC with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial assessment is completed upon entry into the ICS program, followed annually thereafter.

g. Please provide a brief story (if any) related to this outcome.

Many times participants are prioritizing areas of support on the Independent Living Skills Checklist that are difficult for them and include unpreferred tasks and responsibilities. Participants may not experience more success or confidence in these areas of the ILSC over just one year of support.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

While we didn't reach our goal of 90%, 69% of participants did improve their scores in prioritized areas of the Independent Living Skills Checklist. Over half of the participants experienced growth or increased confidence in their self-identified priority areas.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

By changing how we organize the data we collect, we hope to be able to show that scores in prioritized areas of the Independent Living Skills Checklist improve for participants after multiple years of support in the area, if not after one year of support.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2bii

a. In about one sentence, identify the intended outcome.

90 % of participants using team-based Community Supports will make progress toward or achieve their personal goals related to community living

b. What was the target outcome?

90% of participants

c. What was the actual outcome?

92% of participants made progress towards or achieved at least one personal goal, while 79% of all personal goals within the ICS program were achieved or experienced progress

d. What assessment tool did you use to measure this result?

The participant's action plan, which outlines their self-determined goals, and quarterly narrative reports completed by ICS staff.

e. Who completed the assessment tool?

ICS staff worked with participants to identify their self-determined goals and staff reported their observations and the participant's actions in the quarterly narrative reports

f. How often and when did you collect the data?

This was collected quarterly.

g. Please provide a brief story (if any) related to this outcome.

One participant who lives with his sibling and their family needed to be able to contribute to the household and wanted to be able to do the grocery shopping. However, the participant was purchasing produce and perishable items that were not able to be eaten or used by the household - an ineffective use of money and time. Through support and coaching from ICS staff, the participants developed the skills to recognize fresh produce and check "sell-by-dates" when grocery shopping, contributing to the well-being of the household.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

When participants are able to identify and select their own goals that are meaningful and purposeful to them, and recognized and appreciated by people close to them, participants are more likely to be motivated, achieve success or improvement, and experience increased confidence.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

While a high percentage of participants in the ICS program achieved or made improvements towards a personal goal, not all participants did. And not every goal was improved upon or achieved. We should continue to personalize services and approaches to provide the best individualized support for participants.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2biii

a. In about one sentence, identify the intended outcome.

90 % of participants in team-based Community Supports indicate that Inclusive Community Supports have been helpful in skill building.

b. What was the target outcome?

90% of participants

c. What was the actual outcome?

94% of participants

d. What assessment tool did you use to measure this result?

The Independent Living Skills Checklist, an assessment tool we created and then refined with the Evaluation Capacity Team.

e. Who completed the assessment tool?

ICS staff complete the ILSC with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial assessment is completed upon entry into the ICS program, followed annually thereafter.

g. Please provide a brief story (if any) related to this outcome.

A family of a participant we support in ICS let us know at the beginning of the year that their plan included their son moving out into his own apartment this year. We worked with the participant to prioritize and build specific skills he wanted to develop before moving out of his family home.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This program aims to build skills. It is also important that people feel like they are improving as this enhances motivation and leads to greater success.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We should continue to refine our supports and approaches to be personalized and successful for each person. We hope that we can be successful in helping all participants increase or improve selected skills.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2ci

a. In about one sentence, identify the intended outcome.

80% of participants in team-based ICS report having access to supports and opportunities to be socially active in the community

b. What was the target outcome?

80% of participants

c. What was the actual outcome?

88% of participants

d. What assessment tool did you use to measure this result?

The Independent Living Skills Checklist, an assessment tool we created and then refined with the Evaluation Capacity Team.

e. Who completed the assessment tool?

ICS staff complete the ILSC with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial assessment is completed upon entry into the ICS program, followed annually thereafter.

g. Please provide a brief story (if any) related to this outcome.

If requested, ICS staff support people in identifying public events, programs, and activities they may be interested in. ICS staff can also connect participants with CC social opportunities and programs if the participant wants support being socially active.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This program supports individuals to live a full life in the community defined by their own goals. This attempts to measure this as it is being active in the community is an important part of living a full life.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We should continue to refine our supports and approaches to be personalized and successful for each person. We can also strive to help people define what social success looks like to them.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
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Consumer Outcomes

How Your Program Works and Why it May Be Effective

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Outcome # _____

2cii

a. In about one sentence, identify the intended outcome.

100% of participants in team-based ICS have people and places where they are comfortable

b. What was the target outcome?

100% of participants

c. What was the actual outcome?

81% of participants

d. What assessment tool did you use to measure this result?

The Independent Living Skills Checklist, an assessment tool we created and then refined with the Evaluation Capacity Team.

e. Who completed the assessment tool?

ICS staff complete the ILSC with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial assessment is completed upon entry into the ICS program, followed annually thereafter.

g. Please provide a brief story (if any) related to this outcome.

Through participation in the ICS program a participant identified a small gym where they can participate in personal training. The participant's parent shared that their son is able to drive himself to and front the gym, rarely misses a training session, and talks about how they like the trainer.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This program aims to help participants build a community of places and people they feel comfortable with, as the participant defines what this looks like for them. This attempts to measure if the program is successful in this within one year.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We should continue to refine our supports and approaches to be personalized and successful for each person when identifying places they feel comfortable in the community. We may also find that success takes longer than one year for some participants.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Inclusive Community Support (Com Living)**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3a

a. In about one sentence, identify the intended outcome.

90% of participants in team-based Community Support increase their POM scores in targeted outcomes

b. What was the target outcome?

90% of participants

c. What was the actual outcome?

58% of participants

d. What assessment tool did you use to measure this result?

POM

e. Who completed the assessment tool?

ICS staff complete the POM with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial POM given upon entry into the ICS program and annually thereafter

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

While only 58% of participants increased the number of targeted POM outcomes over the past year, 85% of participants who have participated in the ICS program for 3 years or more increased their number of targeted POM outcomes present over the past 3 years. It may take most participants more than one year to see a positive change.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Looking at our multiple years of POM data, the number of participants who "Perform Different Social Roles" continues to average around 67%, despite being a targeted outcome within the ICS program. This indicates that we should evaluate how we support participants to develop the confidence and skills needed to take on different roles, and also acknowledge when they do so. We can also support families to encourage and recognize this.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: Inclusive Community Support (Com Living)
2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____
3b

a. In about one sentence, identify the intended outcome.

90% of participants in team-based Community Support adjust their POM Supports present for targeted outcomes

b. What was the target outcome?

90% of participants

c. What was the actual outcome?

92% of participants

d. What assessment tool did you use to measure this result?

POM

e. Who completed the assessment tool?

ICS staff complete the POM with participants in team-based Community Supports who agree to do so.

f. How often and when did you collect the data?

Initial POM given upon entry into the ICS program and annually thereafter

g. Please provide a brief story (if any) related to this outcome.

The number of targeted supports ICS provides for participants in the ICS program varies depending on the person's needs, skill development, and available resources. If the participant is working to become more independent and proficient in skills, we hope that the number of supports we provide decreases. If the participant's family is decreasing the support they provide, the number of targeted supports we provide may increase as we work more closely to support the participant.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The fact that the number of ICS targeted supports present in the person's life changes from year to year indicates that our program is person-centered and adjusts to the person's needs, desires, and circumstances.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We value the POM as part of our person-centered services and as a validated assessment tool. It has been difficult to use it to identify targeted support trends or patterns using the smaller sample sizes of our programs.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

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1. In about one sentence, please describe the program's goals.

This program aims to provide the supports necessary for people with I/DD and their families to build and sustain their community connections, better understand systems, plan for the future, and to connect with each other and the broader community.

2. In three sentences or fewer, please describe the program's activities.

This program uses a cooperative model to support, engage, learn from our members, and ultimately achieve our goals. Through administration of the cooperative we provide group and individual social opportunities and coaching, self-advocacy support and leadership projects, parties, informational sessions, and family support groups. Staff in this program act as accessible resources and connectors to other programs, community resources, and peer to peer support.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

There are lots of ways to be involved in our Connect Department (Self-Determination Support), but it generally falls into one of three profiles. The first is someone who is very engaged by participating in multiple social opportunities per month, working with a staff member for social coaching, and participating in self-advocacy activities. Their families may also be very involved by attending info sessions (Co-Op meetings), family support groups, and participating in cooperative planning events. The second profile is someone with moderate engagement who may attend a few social opportunities but is less consistent and less likely to participate in more personalized services. Finally, we have some members where the families may be primary user of supports (family support group, Co-Op meetings, ect), while their family member with I/DD may have limited, if any, active involvement.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

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4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**
17. List the eligibility criteria for this program.

To be eligible for the programs in the Connect Department and part of the Self-Determination Grant, individuals must be at least 18 years of age, have a documented developmental disability and become a member of Community Choices. Membership includes completing the intake process and appropriate paperwork. Individuals must also be motivated and share the responsibility of working towards the outcomes and life they want.

18. How do you determine if a person meets criteria?

Enrollment on the PUNS Database, which requires a screening assessment through the PSCI, will be used as an eligibility determination tool. The Membership Coordinator will meet with the individual requesting services to explain the programs and supports that are available and to determine if they would like to become members. It is this internal intake process for which the timeframe estimates are based.

19. How do eligible people learn about this program?

Community Choices conducts formal and informal outreach within the Champaign-Urbana community and Champaign County. Referrals to the Connect (Self-Determination) program come from area schools, and through word of mouth. In addition, we can refer to and from DSC, Champaign County Regional Planning Commission, Prairieland Service Coordination, Rosecrance, The Autism Program, PACE, and others. We informally reach out to the community through participation in outreach events – such as the Disability Expo, Jettie Rhodes Community Day, Transition Planning Committee events, and Pride Fest.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need. (numeric answer)

14

Engagement in all Community Choices services begins with referral (formal or informal) and an intake meeting with the Membership Coordinator. This meeting is planned around the individual's schedule and typically held within two weeks of the initial contact. The length of time between intake and assessment for services is dependent upon how quickly individuals can provide the required documentation. Many individuals initiate services with the required assessment/eligibility information available.

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe. (numeric answer)

90% Formal assessment and documentation of need is based on outside sources (PUNS screening, medical or psychological reports of diagnosis).

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services. (numeric)
-

0 Once membership paperwork is complete, there is no wait to access Self-Determination support services.

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe. (numeric)

100 %

Members are continually given the choice and opportunity to engage with self-determination programs through a monthly social calendar and targeted communication about additional opportunities for participation. Members are encouraged to be active participants of programs to the greatest extent that they choose.

24. Estimate the average length of time of participant engagement in services or supports. (Identify and use the unit most appropriate to this program.) (20 word limit)

Membership lasts for one year, at which point individuals have the opportunity to renew which includes updating paperwork and eligibility.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

245

Actual:

263

Notes:

100 members with I/DD, 163 family/caregivers of someone with I/DD

Time between assessment/intake and starting services, please indicate the average number of days

Target:

0

Actual:

0

Notes:

Once individuals provide needed documentation (PUNS screening/Assessment), there is no wait to begin using Self-Determination/Connect Dept. services.

Length of Participant Engagement, please indicate the average number of days

=====

Target:

365

Actual:

365

Notes:

Membership in the Community Choices Coop lasts 1 year. Each year all members are giving the option to renew. Between FY25 and FY26, 87% of members chose to renew and continue their membership.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Our data shows strong utilization data. We surpassed our goal for total clients served for the year and our rates of membership renewal are strong.

There are a couple of areas that do warrant attention. First is eligibility, which is a type of demographic data (PUNS enrollment) that we track. We are having an increasing number of participants be found either ineligible for PUNS after being on the list for many years or be found clinically ineligible once they are pulled from the list and go through the clinical eligibility process. This is an issue that is happening more broadly than with Community Choices, but given this program's focus on advocacy and community, this is an area where our specific demographic information is being impacted by decision making criteria at the state level which has the potential to irreparable harm to individuals in our community who need support.

The next area to note is our racial demographic data. When comparing our program participants to Champaign County Census data, there are a few points that stand out. Our proportion of white members with I/DD is slightly higher than the county average at 77% compared to 67%. The proportion of our African-American members closely matches county data at 13% and 15%, respectively. One area we are not at all keeping pace with the broader community is with our service to hispanic residents. We currently do not serve any participants who self-identify as hispanic or latinx. Language accessibility is one factor in this. We do not have any Spanish speaking staff, but we have been looking into having materials translated so that our services are more

accessible to Spanish speakers and their families. We think that another factor that impacts this disparity is the requirement of PUNS registration. This requires extensive records and engagement with the DHS system. There are some Latinx residents of the county who either do not, or believe they would not qualify for these supports, or do not have the ability to navigate the systems necessary to access them. To address this, another element of our plan is to provide links to the many Spanish-language fact sheets and resources from the Arc of IL.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

From the data, it appears that there is strong evidence that there is value to our cooperative model and that the opportunities that we offer for connection are one effective tool at supporting people with I/DD to build their community networks, relationships, and skills. Both families and people with I/DD report that CC provides them with a supportive community, sometimes even when their involvement is limited, but especially when they are more engaged.

In addition to our outcome data, we saw high levels of engagement and participation this year. Our co-op meetings were well attended. Our family support group drew consistent crowds and even spawned a fully member-lead off-shoot - a Caregiver Coffee hour offered in the mornings once per month. Social opportunities, Urban Explorers, and member-led clubs all flourished this year. In addition, there was a renewed interest in building the bonds between members in the co-op. Member input from our work with the Balancing Act research project as well as at our Annual Member Meeting underscored the desire that families and people with I/DD have to connect directly with one another and support their communities.

All of this work and engagement was critical to the development of a visual representation of how our cooperative functions [the infographic is available for your viewing at this link: <https://drive.google.com/file/d/1NPamsTRcy-ewLIWINjJ3zSijt1wnjuym/view?usp=sharing>]. This model has been extremely helpful in articulating to our members their role both in the organization and their individual connections. We believe that it will be helpful in continued efforts to engage our members to support and connect directly with each other and as support for us to understand the ways that we may need to provide the tools to make that possible.

Some of those efforts will be overarching, and some may be more focused. For example, in the past two years, we’ve spent a great deal of time working on creating more functional and user-friendly ways for our members to easily access and initiate support for their personal goals with our Community Coaching process. We developed this using features from other programs and supports that we have seen be successful at engaging our members, such as sign-ups with defined periods of support. This provides members with a clear and predictable commitment of their time and interest, rather than the perpetual services that often come with support in other life domains.

While it has been encouraging to see our members achieving their social goals with this process, we’ve also noticed that there are people for whom it does not work as well. To address this, in FY27 we will be trying a hybrid approach where we offer a

themed group-based exploration of a social skill or connection topic over 5 weeks. This is paired with an additional 5 weeks of 1:1 coaching for each participant to help them generalize or incorporate the topic into their everyday life. We'll be starting with the topic of Hobbies where we'll be exploring different types of hobbies and how people build them into their lives. Personalized coaching will then be working with each participant to determine their interest in hobbies and paths to engage in them more. The intent with this new approach is to offer a jumping off place to our members for whom defining a personalized connecting goal and process still feels inaccessible or abstract.

Another area that deserves attention for improvement is our work on self-advocacy, specifically our goal to support members to get more involved in civic issues and use their voices to provide public input. We found that for the participants who chose to

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Through the analysis of outcome data, member feedback, and observations over the last year, we have two areas of focus for improvement. First, as we grow, our members need simpler and easier ways to get to know other members and to stay up to date on the types of opportunities, groups, and events that the organization has coming up. We are looking at both tailored tech options and more analog approaches to develop tools that can offer some type of directory of members and events. If we can find something that is the right fit, we believe that it may be a game-changer in the ways that our large and diverse membership can continue to be cohesive and accessible while meeting the individual needs of members. We've learned that one of the most important building blocks of positive outcomes is finding ways for members to easily understand and access support. We think more streamlined communication, sign-ups, and member to member networking capabilities will make this more possible.

The second area of focus is creating clear and concrete systems for how members can support each other and the coop. We know that members want to support each other and the organization. We also know that people need to be given clear tasks and opportunities for how they can do that. To address this, we have begun the process of rolling out "Member Crews". These will be self-selected groups based on member skills and resources. Staff can then reach out to those crews when a specific need arises that falls into the category of the crew the person has selected. We'll be starting with a Ride Crew which we can call on for events where our drivers do not have capacity for the number of rides needed (such as family parties), a Thrift Crew who can be put to work acquiring needed items for members without the resources to purchase them, a Welcome Crew who will be available to meet with new members and help them to feel welcome, and a Party Crew who help to set up and tear down for our quarterly family parties.

With these two initiatives, we hope to be able to deepen the impact of our cooperative in people's lives, increase engagement in existing programs and services, and better support the communication and feedback loop that feeds the development of functional and personalized services.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1a

a. In about one sentence, identify the intended outcome.

80% of Support Group participants indicate a strategy/resource learned or increased connection after meeting.

b. What was the target outcome?

80% of support group participants indicate a new strategy/resource after participating.

c. What was the actual outcome?

Although we sent out our survey to all participants, we did not receive any responses.

d. What assessment tool did you use to measure this result?

We used the Family Support Group Survey that we've designed to gather information from those who participate in this group.

e. Who completed the assessment tool?

In this instance, no one completed it, though the target was individuals who participated in the family support group.

f. How often and when did you collect the data?

Annually - we send the survey to all who have participated in the past year.

g. Please provide a brief story (if any) related to this outcome.

Although no one completed the survey targeted for this outcome and service, we did have 7 family members complete our Annual Connect General Survey. Of this group, 86% stated that being part of the CC Coop increased their knowledge of the service system and community resources.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The aim of this service is to give family members and caregivers the opportunity to get information and solve problems related to services and supports for their loved one from others who have had similar life experiences. Our hope would be that they increase their understanding of resources and supports available.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

It is difficult to say without data targeted from this program what specific improvements should be made. Developing a better method of data collection does seem to be in order. Anecdotally, we have heard from family members that they desire more opportunities to connect directly with other families, so we began offering a family-led coffee hour once per month starting in April, 2026.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

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=====

Outcome # _____

1b

a. In about one sentence, identify the intended outcome.

Family Members who participate, or whose adult participates, in more events/activities throughout the year, report higher rates of connections to others.

b. What was the target outcome?

Families with more frequent involvement will report greater connections with others.

c. What was the actual outcome?

83% of families who had more frequent involvement (monthly or more) reported connections to others compared to only 42% of families with less frequent involvement (less than monthly).

d. What assessment tool did you use to measure this result?

We used our Annual Member Survey to gather this data.

e. Who completed the assessment tool?

Both family members and individuals with I/DD complete this survey, though for this outcome we only look at data from family members.

f. How often and when did you collect the data?

We collect this data annually in the spring.

g. Please provide a brief story (if any) related to this outcome.

Member connectedness was the theme of this year's CC Annual Member meeting. From that meeting we have begun a process of seeking out new ways for members to communicate with and connect to each other. We determined that there is a strong desire amongst families to connect.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

We believe that there is value in being part of a cooperative community, though that value is increased through active participation. This outcome attempts to measure the impact on connectedness by comparing those who are more and less engaged.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Based on the narrative comments provided along with this data, we could do a better job of welcoming new family members into the group and making sure our events were clearly labeled. We have also been gathering anecdotal information about how we could develop more robust ways for members to communicate and connect directly with each other.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1c

a. In about one sentence, identify the intended outcome.

75% of family members who engage in programming report greater knowledge of the service system and belonging.

b. What was the target outcome?

Families with more frequent involvement will report greater understanding of the service system.

c. What was the actual outcome?

83% of families who had more frequent involvement (monthly or more) reported a better understanding of service systems compared to only 75% of families with less frequent involvement (less than monthly).

d. What assessment tool did you use to measure this result?

We used our Annual Member Survey to gather this data.

e. Who completed the assessment tool?

Both family members and individuals with I/DD complete this survey, though for this outcome we only look at data from family members.

f. How often and when did you collect the data?

We collect this data annually in the spring.

g. Please provide a brief story (if any) related to this outcome.

Through the narrative sections on the annual survey, many families reported that our co-op meetings, workshops, and other informational events were very valuable to them. One person stated “Please keep up the various workshops like the future planning workshop held in early 2026. These and the topics presented at the co-op meetings have always been helpful. I learn something new every time, even if I've attended a meeting about the same topic before.”

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

We believe that there is value in being part of our cooperative community because it empowers families to better understand and advocate for the services they may need. This outcome attempts to measure our impact on members’ knowledge for the service system by comparing those who are more and less engaged.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

There was less of a disparity between members who are more and less engaged when it came to knowledge of the service system, compared to connectedness. We expect that this is because being a member means you receive our communications which include resources about the service system. This indicates to us that we are still providing value to members even if they are not engaged in visible ways.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2a

a. In about one sentence, identify the intended outcome.

HRA members identify areas to grow self-advocacy skills and rate their growth every 6 months

b. What was the target outcome?

HRA members show growth in self advocacy skills

c. What was the actual outcome?

Of the two HRA members who took both the pre and post assessment, 1 grew in all three domains of self-advocacy measures (Think, Act, Believe), while 1 stayed stable.

d. What assessment tool did you use to measure this result?

We used the Self-determination.org Self Determination Inventory developed at the University of Kansas by Dr. Keri Shogren rather than our own survey as noted in the application.

e. Who completed the assessment tool?

HRA Participants completed the survey with staff assistance when needed.

f. How often and when did you collect the data?

We collected the data at the beginning and end of the fiscal year.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

In addition to the general goal of supporting the efforts of people with I/DD to be advocates and share their voices broadly, we also hope that those we support also build their own self-determination skills in the process of their advocacy efforts. This outcome attempts to measure the extent to which this is true.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

It was challenging to get enough data for this outcome to meaningfully measure its effectiveness. While we were excited to find an assessment targeted at people with disabilities and their advocacy/self-determination skills, we were not convinced that it ended up being a good tool to measure our impact. In the coming year, we may look for other options to better assess this element of the program.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2b

a. In about one sentence, identify the intended outcome.

80% of Informed & Included group attendees will be able to name 1 one relevant community issue after each session.

b. What was the target outcome?

80%

c. What was the actual outcome?

29% of group participants were able to name a community issue after each session.

d. What assessment tool did you use to measure this result?

Exit Slips for each participant at the end of each session.

e. Who completed the assessment tool?

Participants in the group completed the assessment.

f. How often and when did you collect the data?

Exit slips were completed by each participant at the end of each of the 8 sessions.

g. Please provide a brief story (if any) related to this outcome.

This group evolved in focus over the year. Though we had intended the group to center around local/regional civic issues, the group was much more interested in other topics. They began choosing the upcoming months' topics which included the local response to gun violence, native and invasive species, Black history in CU, affordable housing, and immigrant rights.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The aim of this outcome was to measure the impact of our efforts toward encouraging self-advocacy and knowledge of local issues. In order to be a good advocate, one must understand the issues that may impact their lives. By engaging our members in topics they care about we hoped to spark a greater desire and energy for self-advocacy.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Quantitative results for this outcome were much lower than our target, which indicates a need for improvement. Qualitatively, participants shared their interests in important issues by choosing which topic to discuss at the following month's meeting, which does indicate that the group did have more of the intended impact that the raw numbers show.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2c

a. In about one sentence, identify the intended outcome.

Individuals with I/DD will provide community input at public venues on at least 2 occasions.

b. What was the target outcome?

2 occasions of public input

c. What was the actual outcome?

1 occasion of public input was made

d. What assessment tool did you use to measure this result?

We tracked this on our Quarterly narrative report.

e. Who completed the assessment tool?

Community Choices Connect Dept. staff completed this assessment.

f. How often and when did you collect the data?

This was collected quarterly

g. Please provide a brief story (if any) related to this outcome.

Self-Advocates provided input to the CCDDDB/CCMHB joint study session in Sept. 2025. We encouraged additional input at each meeting, but there was little interest among participants.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One aim of this program is to encourage the self-advocacy and leadership of people with I/DD. Providing public input helps the broader community see the value of people with I/DD as full citizens and provides a supported outlet for our members to let their voices be heard.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We would have liked to see more enthusiasm from our participants for providing public input. We do recognize that many people, not just those with I/DD, are nervous or hesitant about speaking publicly or even engaging in other types of public discourse. We will continue to encourage this type of engagement by our members but will also look at alternative ways for them to be advocates.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

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=====

Outcome # _____

3a

a. In about one sentence, identify the intended outcome.

75% of members with I/DD indicate that CC provides them with a supportive community after a year.

b. What was the target outcome?

75% of members report being part of a supportive community

c. What was the actual outcome?

100% of respondents report that Community Choices "Definitely" makes them feel like they are part of a supportive community.

d. What assessment tool did you use to measure this result?

The Annual Member Survey

e. Who completed the assessment tool?

Both members with I/DD and family members completed the survey, though this data is specific to the self-advocate respondents.

f. How often and when did you collect the data?

We collect this data annually in the spring.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Feelings of isolation and loneliness are commonly reported challenges for people with I/DD. This outcome looks at if involvement in our cooperative counteracts this by providing a supportive community.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This outcome had very positive responses. It would be nice to get a higher response rate to see if this was still true for a higher percentage of total members with I/DD.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3b

a. In about one sentence, identify the intended outcome.

75% of members who participate in structured opportunities connect to other members or initiate personal social goals within the year.

b. What was the target outcome?

75%

c. What was the actual outcome?

91% of members who participated in structured opportunities reported a connection or initiated work on a personal social goal.

d. What assessment tool did you use to measure this result?

We track this on our Quarterly Narrative Report, where we aggregate data from social opportunity event reports and other structured opportunity activity reports.

e. Who completed the assessment tool?

Connect Department staff complete these assessments.

f. How often and when did you collect the data?

Data is collected on an ongoing basis as events and participant reach-out occurs.

g. Please provide a brief story (if any) related to this outcome.

Connections can look like many different things, some short examples include two participants hitting it off at a dinner through a conversation about their love of musicals. Another person had a conversation at a social opportunity about how one of them participates in the local MLK choir. Through that conversation, the second person ended up joining the choir and plans to in future years as well.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One aim of the program is to support our members to connect with each other, the community, and to pursue their own social/community goals. This outcome looks to measure how well participation in our structured opportunities leads to connections or to an effort to develop more personalized relationships or skills.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We surpassed our goal for this outcome, though we are always looking for ways to measure more ongoing connections. This can be challenging because true organic connections often happen outside the periods when our members are with us, making data tracking quite difficult.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3c

a. In about one sentence, identify the intended outcome.

50% of members who initiate a personal social goal report or have an observed connection to people, groups, or places within 3 months.

b. What was the target outcome?

50% of members working on personalized goals related to connection have a connection in 3 months.

c. What was the actual outcome?

64% of participants had noteworthy success in building social skills or connections, 23% had some success.

d. What assessment tool did you use to measure this result?

Coaching Documentation including weekly tracking of sessions, pre/post surveys, and quarterly narrative tracking documents.

e. Who completed the assessment tool?

Connect Department Staff

f. How often and when did you collect the data?

Data was collected on an ongoing basis in notes and then provided in a summative form quarterly.

g. Please provide a brief story (if any) related to this outcome.

One of the noteworthy connections that participants had included one individual starting a very successful horror movie club. He had a lot of interest and other members who began participating with him. He also built connections to the IMC where he was able to host the club.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

While it is difficult to measure a person's sense of community and connection, this outcome seeks to determine if people who work with us are successfully building connections and skills.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We are very pleased with this outcome. Building connections is difficult and realistically, not everyone we work with will find community within a 10 week session. We are going to continue to encourage more people to try to build connections, however, with some new programing in FY27 to engage individuals who have been hesitant to reach out for 1:1 support.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: **Self-Determination Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3d

a. In about one sentence, identify the intended outcome.

50% of members who initiate a desire to increase a skill related to connection report or have an observed increase in skill within 3 months.

b. What was the target outcome?

50% of members who participate increase their identified skill

c. What was the actual outcome?

75% of participants made noteworthy increases in their skill, while 25% made some increases in their identified skill.

d. What assessment tool did you use to measure this result?

Coaching Documentation including weekly tracking of sessions, pre/post surveys, and quarterly narrative tracking documents.

e. Who completed the assessment tool?

f. How often and when did you collect the data?

Data was collected on an ongoing basis in notes and then provided in a summative form quarterly.

g. Please provide a brief story (if any) related to this outcome.

One individual came to us because he had extreme anxiety around using his phone to the extent that he refused to use or take it with him. Through our sessions, he was able to build comfort and confidence and is now regularly using his phone to contact his parents and his job coach.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Sometimes what is keeping a person from being able to build community and live independently is the lack of a skill. This outcome seeks to measure if the participants who come to us with identified skills that they would like to grow are in fact growing those skills, showing the effect of the program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We are quite pleased with the results of this outcome. We will continue to work on improvement in our processes and intentionality with supporting individual in the upcoming year. Specifically, we'll be working to better engage with individuals' natural supports to ensure the skills can best generalize across environments and through the person's life.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

**Developmental Disabilities Board
Annual Performance Outcome Report**

Agency: **Community Choices, Inc. DDB**
Program: **Staff Recruitment and Retention**
2026
Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The goal of this program is to provide Community Choices staff compensation that is in line with their value to our community, to recruit highly qualified staff into open positions, and to build the leadership capacity needed for the organization's future growth.

2. In three sentences or fewer, please describe the program's activities.

This program provides sign-on and quarterly retention bonuses to staff, small acknowledgement bonuses to recognize specific contributions, and leadership bonuses for completing specific projects of need to the organization.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

Delivery can look a few different ways with this program. For a new staff, they would receive a bonus when they've successfully completed 90 days on the job. They'd then receive retention bonuses quarterly along with the rest of the staff upon completion of professional development and remaining in good standing. Professional development included such examples of attending the Goldstick Lecture in Sep 2025, reading and discussing an article as a staff, and all completing an Open Future Learning module and discussing take-aways as a group. Leadership bonuses are shared broadly and in some instances with specifically identified staff and individual agreements for the project expectations are provided.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.
Sign-On Bonuses: Newly hired employees will be eligible after successfully completing their 90 day probationary period and new-hire training requirements.

Retention Bonuses: All current employees will be eligible if they are in good standing in their position, and have completed required professional development through the Open Futures Learning system or through other means.

Small acknowledgement bonuses will be given to staff in instances where they have gone above and beyond to support members.

Leadership Development Bonuses: These will be available to staff on an invitation basis. Staff will need to be in good standing without any performance concerns.

18. How do you determine if a person meets criteria?

Community Choices management will keep track of employees start dates, job performance, professional development. This data will indicate if the person is eligible for a new hire, retention, or acknowledgement bonus.

Leadership development bonuses will be available for pre-defined projects with clear outcomes and deliverables. Examples include Marketing and Outreach support, Website Support, CLC Committee leadership and plan development, developing organizational tech solutions, and mentoring new staff.

High-performing staff will have the option to apply for these bonuses and their performance will be evaluated at least quarterly. Poor evaluations will pause the person's ability to apply for future leadership bonuses.

19. How do eligible people learn about this program?

Potential and new staff will be made aware of bonuses through prominent advertising of the bonus as part of the job listings.

Current employees will be notified by leadership within the course of business communications.

The idea of Leadership Development Bonuses has been vetted by staff prior to this application to ensure that it is a system and opportunity that would be of interest.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need. (numeric answer)
0

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the

identified timeframe. (numeric answer)
100

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services. (numeric)
90

90 days from start of employment and 90 days per quarter of active employment.

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe. (numeric)
100

24. Estimate the average length of time of participant engagement in services or supports. (Identify and use the unit most appropriate to this program.) (20 word limit)

Our aim is an average employment length with CC to remain at 3 years or greater.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

18

Actual:

20

Notes:

Clients = Staff, 17 Continuing staff, 3 new staff

Time between assessment/intake and starting services, please indicate the average number of days

Target:

90

Actual:

90

Notes:

This is indicating the period of time between the person’s hiring and when they receive their sign-on bonus.

Length of Participant Engagement, please indicate the average number of days

=====

Target:

1095

Actual:

2153

Notes:

We aim that staff stay at least three years (1095 days). The average length of employment for all current employees hired before FY26 is 5.9 years (2153 days).

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Hiring diverse staff remains a priority for the organization, though finding someone with the right experience and mindset is also a critical element of effective hiring. We do continue to have a relatively diverse staff with a racial breakdown of 78% white and 22% African American. Our staff is 38% male, which is not particularly noteworthy in most other contexts, but it is a departure from the national average of a 75-80% female workforce based on the 2024 NCI survey. Five percent of our staff also identify as non-binary. When it comes to personalized support and often extended periods of time, we have found that some people we support are simply more comfortable with staff of a certain gender expression. We have found it helpful to have a diverse range of experiences on the staff to accommodate for this.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Data for this program indicates that efforts are proving successful. We continue to experience excellent employee retention for both our current long term and our newer employees. As we’ve noticed in past years of analysis, once a staff person has been here about one year, their likelihood of being here over three years increases. When we have had issues with retention, it has overwhelmingly been due to factors that are beyond our control - employees leaving to pursue higher ed, experiencing a personal health issue, and at times when they are presented with an opportunity that pays them significantly more than we are able to offer, even with the addition of the bonuses paid for through this grant/program. That will always be a reality for all organizations, but we have seen that providing a positive and encouraging workplace while people are employed does have benefits for the future. We’ve had multiple instances where former employees have been available to support in referrals, through PSW work with our members, and providing some as needed support for specific tasks like website management.

Our hiring has also been strong. We’ve been able to hire excellent staff very quickly in the past couple of years. We believe that this is somewhat to do with the changing job market (something we’ve noticed with our employment program as well). There are fewer jobs available making it something of an employer’s market. We have seen a trend of stronger applicants with more experience and a higher degree of professionalism throughout the hiring process. Our ability to continue to grow our wages and provide these additional benefits has definitely been a supportive factor in our ability to hire quickly when needed.

This year we included the addition of Leadership Bonuses to this program. This was a way to further recognize and compensate the employees who go above and beyond and are willing to use their skills to support the organization beyond the core duties of their jobs. The idea for this was that projects would support the leadership and organizational needs of the co-op by providing autonomous projects lead by interested and qualified employees. There were some challenges in getting the projects started. As a new initiative, it took staff some time to understand the availability of the projects which slowed the initiation of projects during the first quarter of FY26. There were also some issues balancing expectations for the autonomous nature of the projects and staff’s need for consistent and sometimes extensive leadership staff involvement. We learned through experience what sort of steps and understandings needed to be undertaken at the beginning of the project to ensure it could run smoothly. Finally, though it was extremely helpful to have staff assistance with the projects, it did create somewhat of a new administrative responsibility that took the place of simply completing the projects without the additional support.

Despite these challenges, the staff who participated in the projects overwhelmingly provided positive feedback and evaluations of their experiences. It appeared from the data that they felt the projects helped them understand the organization better, to feel acknowledged for their contributions and talents, and that the additional experiences would benefit them in the long term. As we move into the second year of this project, we are hoping that we can mitigate some of the challenges and continue to reap the benefits.

=====

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Sustainability is the main theme that we would like to see continue over the life of this program/grant. Our fundamental intent is to support the overall sustainability of the organization, which is dependent on the work of our staff. So far, we have found that this grant has been extremely helpful in supporting both our current staff and in finding new staff. We hope to be able to continue to incentivize both of those areas of our staffing model.

=====

We also recognize that it goes beyond just this grant to make that possible. As an organization, we need to and are working on diversifying our funding and fundraising so that we can have more avenues to support the ongoing wage growth of our staff. This will continue to be a key way that our organization can sustain a culture that values and compensates the hard and meaningful work that our employees do every day.

In terms of the leadership development of our staff, we are hopeful that providing Leadership projects will help to build the capacity of the organization to manage the administrative and operational tasks that allow it to stand out. We know that as we grow there is a limit to what we can manage without additional administrative staff. In the next two years, we hope to determine some potential models for what this could look like and potentially recruit for these additional roles from the staff who have proven skills and organizational understanding built through the participation in the project this grant has paid for.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Staff Recruitment and Retention**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

100% of CC Staff compensated at a rate that is equal or greater than the equivalent annual salary proposed by the Guidehouse rate study for DSPs in FY26 or within the 2025 DHS Rate Sheet for QIDPs (Guidehouse DSP Rate Projection: \$23.50/hour, DHS Rate Sheet Projection for QIDPs: \$26.14/hour).

b. What was the target outcome?

Average staff salary between \$23.50/hr and \$26.24/hr

c. What was the actual outcome?

Average staff salary was \$23.90/hr.

d. What assessment tool did you use to measure this result?

Staff hire and termination tracking spreadsheet with payroll data from our budget and accounting software.

e. Who completed the assessment tool?

The executive director tracks this information.

f. How often and when did you collect the data?

Data is collected during all payroll changes as well as when anyone joins or leaves the staff.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Maintaining competitive wages is critical to continuing to attract and retain qualified and high performing staff. This outcome creates a baseline goal for the organization to provide meaningful and livable wages.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Although we met our goal, we know that we need to continue to work toward additional sustainable sources of revenue which can support ongoing growth in staff wages. Community Choices has always strived to provide living wages, often higher than other agencies. With the changing times, this gap has been narrowed, necessitating further work toward wage growth.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Staff Recruitment and Retention**

2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

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=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

CC is able to fill all open staff positions within 60 days of a job being posted.

b. What was the target outcome?

60 days between job posting and new staff hire

c. What was the actual outcome?

The average length between job posting and new hire is 41 days.

d. What assessment tool did you use to measure this result?

Staff Job Posting logs in combination with our staff hire/termination tracking spreadsheet.

e. Who completed the assessment tool?

The Executive Director tracks and reports this information.

f. How often and when did you collect the data?

Data is collected whenever a job is posted, an employee hired, or an employee leaves.

g. Please provide a brief story (if any) related to this outcome.

Two of the three employees hired this year were through informal referrals from staff. We find that this can be a good compliment to our more broad reaching job postings helping us to have a mix of staff with a variety of backgrounds and experiences.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

In order to provide good continuity of services and not to overburden the current staff with additional coverage duties, hiring for openings quickly is very important. This outcome creates a strong goal for us to ensure we are actively and efficiently hiring when staffing is needed.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We are very pleased with our results for this outcome. Given the time it takes to interview, check references, and allow new recruits to give notice at their current positions, a goal less than 60 days seems like it would be a real stretch, although we were able to outperform it this year.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Staff Recruitment and Retention**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

At the end of FY26, CC's average length of employee service (for employees hired prior to FY26) remains greater than 4 years.

b. What was the target outcome?

Length of staff service (for those hired prior to the fiscal year) will be 4 years or greater.

c. What was the actual outcome?

The average length of employment for all current employees hired before FY26 is 5.9 years (2153 days).

d. What assessment tool did you use to measure this result?

Staff Hire and Termination Date Tracking Spreadsheet

e. Who completed the assessment tool?

The Executive Director tracks employee hire and termination dates

f. How often and when did you collect the data?

Data is collected and tracked during each instance that a staff person is hired or leaves employment.

g. Please provide a brief story (if any) related to this outcome.

Of the employees who have left employment during the period we've had a version of this grant (since FY24), their average length of time with the organization was 2.8 years. The reasons for their departure varied and included attending grad school, receiving significantly better job offers elsewhere, mental health concerns leading to a move, and one termination.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One intent of this program is to retain staff. This outcome creates a goal for an overall average length of time that staff remain employed with the organization, thus measuring one aspect of the program's aim.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We surpassed our goal for this outcome this year. Rather than improvement, we believe a better suggestion for this outcome would be sustainability. We understand that staff will not stay with the organization forever, but maintaining some long standing employees while bringing in new ideas and experiences with new employees is our goal for a strong organization.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Staff Recruitment and Retention**
2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

4a

a. In about one sentence, identify the intended outcome.

Current non-leadership staff will successfully complete three leadership-responsibility projects per quarter.

b. What was the target outcome?

3 projects per quarter

c. What was the actual outcome?

Staff completed an average of 2.25 projects per quarter for a total of 9.

d. What assessment tool did you use to measure this result?

Project Evaluations, Employee Performance Evaluations

e. Who completed the assessment tool?

The Executive Director and the staff completing the projects completed these assessments

f. How often and when did you collect the data?

Data was collected following the completion of each project.

g. Please provide a brief story (if any) related to this outcome.

Leadership projects were an addition to this program this fiscal year. As such, it took more time than expected to get staff on board and projects started.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One element of this grant or program was to build leadership capacity within the organization as a whole. This outcome seeks to determine the quantity of additional services staff were able to provide over the course of the year.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Despite considerable planning up front, this new element to the grant took more time to get underway than expected. It took staff some time to understand the options and begin engaging with them. As a result, projects did not start until quarter 2, which is something we'd like to address in the upcoming year.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Staff Recruitment and Retention**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

4b

a. In about one sentence, identify the intended outcome.

Upon completion of each Leadership Task, the employee will: Report gaining a better understanding of organizational leadership and administrative needs.

b. What was the target outcome?

An increase in self-reported understanding of leadership and admin needs.

c. What was the actual outcome?

100% of participants indicated that the project helped them to understand the leadership and administrative needs of the organization "A little" (14%) or "Very Much More" (86%).

d. What assessment tool did you use to measure this result?

Staff Impact Surveys

e. Who completed the assessment tool?

The staff who completed projects

f. How often and when did you collect the data?

Data was collected after each project.

g. Please provide a brief story (if any) related to this outcome.

One staff shared the following comment about their work on a project: "This project is helping me to understand the inner workings of the organization and responsibility of our board. I feel like leading this project is something I'd be proud to put on my resume. I imagine I will continue to gain skills in presenting, public speaking, data organization and analysis, and more."

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One of the purposes of this program is to help staff build their skills and their capacity to support the leadership and administrative needs of the organization. This outcome is present to measure if those who participate are able to better see how their work contributes to the overall wellbeing and mission of the organization.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

We are happy with the data for this outcome. We did notice that many staff indicated that they already felt that they understood these leadership and administrative needs of the organization. This is not terribly surprising, as the staff most interested in participating were those who have a greater interest and engagement of organizational needs and direction.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**
Program: **Staff Recruitment and Retention**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

4c

a. In about one sentence, identify the intended outcome.

Upon completion of each Leadership Task, the employee will: Report an increased feeling of respect and acknowledgement by the organizational leadership.

b. What was the target outcome?

An increase in self-reported feeling of respect and acknowledgement of organizational leadership.

c. What was the actual outcome?

22% of the participants felt they were already respected and acknowledged, 66% said the project made them feel "Very Much More" respected and acknowledged, and 11% said there was no change.

d. What assessment tool did you use to measure this result?

Staff Impact Surveys

e. Who completed the assessment tool?

The staff who completed projects

f. How often and when did you collect the data?

Data was collected after each project.

g. Please provide a brief story (if any) related to this outcome.

Staff engaged in a range of projects to support the organization. Two staff worked on projects to create artful videos highlighting our member successes and others explaining the services provided by each of our departments to be added to the website. Other projects included a staff starting a CLC committee of members and with them, helping to build our FY27 CLC plan, working on a complicated file migration project, managing the update to our community partnership agreements, and developing a CLC assessment and training.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Acknowledging the talents and contributions of our staff is very important to us. Providing projects that can put these talents into action while providing compensation is a way that we can show our respect and our gratitude to staff. This outcome looks at if staff are experiencing this intended result.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

As a new and more in depth element to this grant, there was some confusion with staff during the first projects about the processes and procedures for how to move forward. We learned during the first round what elements of the project requirements needed to be clarified or improved and were able to make those adjustment for the next round of projects. We expect that as we continue to refine our process the outcome data for this area may improve.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Community Choices, Inc. DDB**

Program: **Transportation Support**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

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1. In about one sentence, please describe the program's goals.

The goal of this program is to alleviate the barrier of transportation from individuals with I/DD so they can more easily and efficiently access the community.

2. In three sentences or fewer, please describe the program's activities.

This program provides 16 door to door rides to participants per month to and from anywhere within Champaign County. It can be used for most all trips, work, social gatherings, appointments, errands, and other needs.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

To use this program, participants must make reservations at least the day prior to the ride, which can be done through an online reservation request, or a call, text, or email to our Transportation Coordinator. He will check that we have capacity on the calendar and confirm the ride with the person and their contact person (if needed) once the ride is confirmed. One of our 5 drivers will then arrive at the person's pick-up location and notify them with whatever method they've chosen (text, call, or knock on the door). At drop off, the driver will confirm with a contact person for their peace of mind, if requested. Participants and families have the security of knowing all the drivers and their vehicles.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.

Transportation services will be available to all Community Choices Members (those engaged in our Connect Department). To be eligible individuals must be at least 18 years of age, have a documented developmental disability, be registered on the PUNS list, and choose to become a member of Community Choices. Membership includes completing the intake process and appropriate paperwork. Individuals must also be motivated and share the responsibility of working towards the outcomes and life they want.

18. How do you determine if a person meets criteria?

Enrollment on the PUNS Database, which requires a screening assessment through the PSCI, will be used as an eligibility determination tool. The Membership Coordinator will meet with the individual requesting services to explain the programs and supports that are available and to determine if they would like to become members. It is this internal intake process for which the timeframe estimates are based.

19. How do eligible people learn about this program?

Community Choices conducts formal and informal outreach within the Champaign-Urbana community and Champaign County. Referrals to Community Choices come from area schools, and through word of mouth. In addition, we can refer to and from Developmental Services Center, Champaign County Regional Planning Commission, PSCI, Rosecrance, The Autism Program, and PACE. We informally reach out to the community through participation in outreach events – such as the Disability Expo, Jettie Rhodes Community Day, Transition Planning Committee events, and Pride Fest.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need. (numeric answer)

14

Engagement in all Community Choices services begins with referral (formal or informal) and an intake meeting with the Membership Coordinator. This meeting is planned around the individual’s schedule and typically held within two weeks of the initial contact. The length of time between intake and assessment for services is dependent upon how quickly individuals can provide the required documentation. Many individuals initiate services with the required assessment/eligibility information available.

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe. (numeric answer)

90% Formal assessment and documentation of need is based on outside sources (PUNS screening, medical or psychological reports of diagnosis).

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services. (numeric)

0

Once membership paperwork is complete, there is no wait to access Self-Determination support services.

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe. (numeric)

100 %

Members do not need to wait to access transportation supports. They will be given a pro-rated number of rides for the remainder of their 1st month of membership and included in future rounds of voucher disbursement.

24. Estimate the average length of time of participant engagement in services or supports. (Identify and use the unit most appropriate to this program.) (20 word limit)

Membership/eligibility lasts for one year, then individuals have the opportunity to renew which includes updating paperwork and eligibility.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

65

Actual:

69

Notes:

We had 55 continuing participants (those who used the program in FY25) and 14 new participants (first time users in FY26).

Time between assessment/intake and starting services, please indicate the average number of days

Target:

0

Actual:

Notes:

Once the individual has completed their intake, there is no wait to begin using rides. Some people start using them right away, while others do not.

Length of Participant Engagement, please indicate the average number of days

Target:

365

Actual:

365

Notes:

Community Choices Co-Op membership is required to participate in our transportation program. Membership can be renewed annually. Between FY25 and FY26 87% of members renewed.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Looking at the data and considering the informal and anecdotal information we receive on an ongoing basis, we are seeing the Transportation program being a gateway program for people getting involved in the organization. We have had many instances when someone would come in initially looking for just support with rides, but get involved in other services once they learned more about the program. To this end, we have seen it as a way that we're able to reach some people who have been hesitant to get support overall. One individual, for example, started using rides and slowly has accepted help with attending appointments for his mental health conditions, accessing a phone, and getting support in communicating with his landlord. This was someone who we would have been unlikely to connect with had we not built our relationship through the consistent rides we offered him.

Another thing to note is that we have become much busier in the past year +. While this is an indicator that the program is needed, it is also a factor in participant utilization. Because our schedule fills up, participants have learned that they need to make reservations farther in advance than the early days of the program and that we will have to decline some rides when our drivers are already busy. It is also an indicator that we need to consider how we may need to grow program capacity in the coming years.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

As noted in the reporting on specific outcomes, we have noticed that survey responses have declined in positive assessment data over the past year. This data is in opposition to the considerable positive feedback that we get from individuals and families informally throughout the year. There are a number of reasons that we believe that we could be seeing this discrepancy:

1) The assessment questions are worded to encourage respondents to rate if the program is making a targeted factor Worse, the Same, or Better. When the program was new, participants and respondents had a very recent set of experiences and reality from which to make a comparison. Since the program has been around for several years, we think that it is reasonable to assume that respondents have less of a frame of reference to the time before the program than they did in the early days. This would account for the falling scores over the years. For FY27 we will work on wording or reframing the questions so be more clear and specific and see if this has an impact on the outcome data.

2)Another possibility for why we have seen a decrease in positive assessment scores is that, similar to above, the survey is asking the person to compare something from the past with something now. Because some of the questions are looking at if a person feels a sense of security, confidence, etc, it’s possible that our participants’ baseline has moved to the positive. This would explain why more participants are indicating that their experiences are the “Same” with the program.

3)Some questions may also not particularly apply to the individual. If the person did not use rides to get to a job, for example, it would be unlikely for them to respond that their ability to maintain a job was “Better” because of the program.

4)We are getting much busier. Although our coordinator does an amazing job of ensuring almost all rides requested can be honored, it does mean that some of the customer service elements of the program have been impacted. Our coordinator, for example, often fills in for numerous rides each day to ensure that participants can get where they need to go. This means that it is harder for him to answer every call or text immediately, which could be contributing to the good will of survey respondents.

5)Finally, it is worth noting that we had only 29% of the total program participants respond to the survey. Along with reviewing the content and clarity of our assessments, we will also consider if there are more targeted ways of reaching more of the people who use the rides to get a fuller understanding of its impact.

Despite some of the quantitative results of the program, the general feedback we receive is overwhelmingly positive. Although we have been offering high quality, personalized services for 15 years, our transportation program is the service that we most frequently hear mentioned by families and community members. Our staff have also reported informally, that participant follow through on attending meetings and events, and being willing to try new things has increased. The program is busier than ever. We provided 3708 total rides and traveled 44,259 miles in FY26. The program is highly utilized and valued.

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8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

The intent of this program was never to meet every transportation need of every person. That is not realistic for our small organization. What we hoped was that we could provide an additional resource to be used in concert with a range of other natural and community supports. In the coming years of this program, we would like to support our members to better understand the additional community resources available and make good decisions about which service to use when. Rather than an as-needed service, we would like to build a transportation inventory and planning process into the program so that we can better understand their overall transportation needs, and support them in planning how to use our and other ride services. We believe that supporting our members to diversify their transport options is a better long term support than just prioritizing building capacity for our own ride service.

In the next two years, we would also like to build additional capacity for more accessible ride options. This is a barrier for our program as we do not own a fully accessible vehicle and do not currently have the budget or the staff knowledge and capacity to build this into our own service array. We plan to begin looking into more formal partnerships or vehicle options in the future.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1a

a. In about one sentence, identify the intended outcome.

90% participants will report increased experiences of community access measures after each 3-month period of use: Feeling able to participate in life with family and friends

b. What was the target outcome?

90% of participants report it is easier to participate in life with family and friends

c. What was the actual outcome?

57% report it is easier, 43% report it is the same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

22% of our rides in FY26 were for leisure and friend meet ups. This has included things like attending meet ups at local cafes, trips to a friend's house, trips to the movies, and trips to visit an elderly parent across town from where our member lives.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One purpose of this program is to support our members to more easily maintain friendships. This outcome looks at if people are more able to do this with the use of our program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This outcome, like others for this program, has shown a decrease in positive responses in our feedback survey this year. We believe that this is partially because of how the questions were worded - asking for an indication of if something was better with our service. As the program has now been around for a few years, it may be more difficult for participants to measure its impact compared to a period prior to the program existing.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

1b

a. In about one sentence, identify the intended outcome.

90% participants will report increased experiences of community access measures after each 3-month period of use: Able to maintain a job

b. What was the target outcome?

90% of participants

c. What was the actual outcome?

59% report this is Better, 41% report it is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

Rides to work have comprised 44%, by far the most common use, of the rides this fiscal year (and previous). One parent shared that our rides for their son's trips to work have been by far the most stable and consistent of any in his over 10 years working at his job. Our employment staff report that participants and families are glad to know that they can access support with transportation when looking for new positions.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One purpose of this program is to support our members to more easily maintain jobs. This outcome looks at if people are more able to do this with the use of our program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Like mentioned above, we believe that overall sentiment about this program is overwhelmingly positive, even though we have seen a decrease in the positive responses in our outcome survey. We will review if changes in wording to reflect the longevity of the program in FY27 will provide better clarity for respondents.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1c

a. In about one sentence, identify the intended outcome.

90% participants will report increased experiences of community access measures after each 3-month period of use: Able to do things they are interested in

b. What was the target outcome?

90% of participants feel this is improved (better)

c. What was the actual outcome?

65% report this is Better, 35% report this is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

22% of our rides in FY26 were for leisure and friend meet ups with an additional 13% for Community Choices sponsored social opportunities. One respondent shared that she and her friend (another member) use the rides to do lots of things together.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One purpose of this program is to support our members to more easily to do things they are interested in. This outcome looks at if people are more able to do this with the use of our program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Similar to earlier outcomes in this group, this result was lower than expected, though somewhat higher than other subsections. We would like to see this improve but do wonder if a) the way the question was asked impacted the answer and b) participants have come to depend on the program so the initial jump in access and positive response is no longer reflected.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1d

a. In about one sentence, identify the intended outcome.

90% participants will report increased experiences of community access measures after each 3-month period of use: Able take care of basic errands and needs

b. What was the target outcome?

90% report this has increased (better)

c. What was the actual outcome?

45% report this is Better, 55% report it is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

Errands were one of the least frequent uses of rides coming in at just 4% of the total. We think that it is likely that many participants either live with families who manage errands with them or use services like our Community Support Dept. who would support the person to run errands without the use of our Transportation dept.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

One purpose of this program is to support our members to more easily manage daily needs and errands. This outcome looks at if people are more able to do this with the use of our program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Similar to other outcomes in this group, there is room for improvement both potentially in how we measure this and in the way we are considering the participants' history with the program when we track their experience.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

2a

a. In about one sentence, identify the intended outcome.

80% of participants will report increased experiences of the following measures of community confidence after each 3-month period of use: Confidence/Comfort being in the community

b. What was the target outcome?

80% of participants report an increase (that this is better)

c. What was the actual outcome?

61% report this is Better, 39% report it is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

Families and individuals share consistent feedback such as "Love this program. Facilitates independence". For example, one mother shared in conversation how this is the first time in her son's life that he's had a ride come to pick him up so he can go out for a nice evening and how proud he seems when the driver arrives. This was the sort of things her other son had frequently experienced and she was very happy to see it happening for her son with disabilities.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This program aims to support our members to be confident and comfortable members of our community. In order to be an engaged community member, one has to be comfortable and confident in existing in these public spaces. This outcome strives to measure if the program is impacting participants' experience of this comfort and confidence.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Like the outcomes from group 1, each outcome in group 2 (a-d) shows room for improvement. We believe this is likely because a) individuals who use the program may already be more confident than others in community access, b) individuals may not be considering their experience before the program inception since it has been going multiple years, or b) questions were worded in a way that confused respondents.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2b

a. In about one sentence, identify the intended outcome.

80% of participants will report increased experiences of the following measures of community confidence after each 3-month period of use: Confidence/Comfort traveling in the community

b. What was the target outcome?

80% feel this is improved (better)

c. What was the actual outcome?

73% report this is Better, 27% report this is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

While we don't have one specific story related to this outcome, we have noticed anecdotally that many individuals and families express a sense of relief and comfort when discussing accessing the community using our services.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This program aims to support our members to be confident and comfortable members of our community. In order to be an engaged community member, one has to be comfortable and confident in traveling to these public spaces. This outcome strives to measure if the program is impacting participants' experience of this comfort and confidence with travel.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Please see the response to this question for outcome 2a. Additionally for this specific outcome, there is a slightly higher positive response rate, which while we wish it was higher, we do attribute to the fact that the program directly impacts travel within the community.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2c

a. In about one sentence, identify the intended outcome.

80% of participants will report increased experiences of the following measures of community confidence after each 3-month period of use: Knowledge/Confidence using technology related to transportation

b. What was the target outcome?

80% of participants report an increase (better)

c. What was the actual outcome?

48% report this is Better, 52% report it is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This program aims to support our members to build technology skills related to travel, if those skills are needed. As with many things, transportation in our modern world has many crossovers with tech. This outcome strives to measure if the program is impacting participants' confidence with using technology.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This outcome presents our lowest positive response rate for the program. We expect that this is because not all participants come to us seeking support to learn additional tech skills. While we offer this service, it is not needed by all which explains why fewer respondents would note that the program had not had an impact.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2d

a. In about one sentence, identify the intended outcome.

80% of participants will report increased experiences of the following measures of community confidence after each 3-month period of use: Parent comfort with family member traveling in the community

b. What was the target outcome?

80% of participants report this is improved (better)

c. What was the actual outcome?

74% Better, 26% Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

We often find that parents' sense of security and safety is directly related to their family members ability and comfort with engaging in the community. One participant was looking for employment but her mother was extremely nervous about her traveling most places. With this program, she is independently going to work and volunteering opportunities, which seemed out of the question when we began working together.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This program aims to support not just our participants directly, but also their family members who often have strong influences on their loved ones' community experiences. If the entire family can feel confident with the person with a disability accessing the community, the person will be more likely to do so. This outcome strives to measure if the program is impacting the family members sense of comfort and confidence.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

While some of our members may have a more difficult time recognizing the difference the program is making compared to the time before it existed, we have found that many family members have a longer term perspective and are more likely to provide responses that reflect the change the program has made in their lives. That being said, we will look at ways we can continue to improve in this area.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3a

a. In about one sentence, identify the intended outcome.

90% of participants will report increased quality of life in the following areas after each 3-month period of use: Overall quality of life

b. What was the target outcome?

90% of participants report an increase (better)

c. What was the actual outcome?

81% report this is Better, 19% report this is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

As with other elements of this program the anecdotal and narrative data is very positive. One family member shared the following: “ The Transportation program has been a huge blessing for my family. We are extremely grateful for the support. “

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Being able to get from point A to B easily impacts all areas of a person’s life. This program aims to make travel in the community simpler for our members. This outcome measures if it is having an overall positive impact on people’s general quality of life.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

As with other data for this program, it has been interesting to see how some of the program ratings have fallen compared to other years. When we look for specific feedback about what could be improved, there are no comments given. When we ask people who don’t use the program, why not, they respond that they either drive, take the bus, or have family, friends or PSWs who help.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3b

a. In about one sentence, identify the intended outcome.

90% of participants will report increased quality of life in the following areas after each 3-month period of use: Emotional wellbeing/stress

b. What was the target outcome?

90% of participants report this is better

c. What was the actual outcome?

81% report it is Better, 19% it is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

We often find that participants and their families find transportation coordination very difficult and stressful. This outcome attempts to measure if the program is having a positive impact on this sense of stress related to transportation.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Here, as earlier, we would like to see data to reflect the continually positive feedback we receive from participants and their families informally.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3c

a. In about one sentence, identify the intended outcome.

90% of participants will report increased quality of life in the following areas after each 3-month period of use: Feeling in control of one's life

b. What was the target outcome?

90% of participants report this is better

c. What was the actual outcome?

77% report this is Better, 23% report it is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Many people with I/DD are dependent on family, friends, or public transport in order to get from point A to B. This can result in people feeling like they have limited control and autonomy in their own lives. This program would like to change that this outcome attempts to measure this sense of independence.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Similarly to other outcomes in this and other groups. Overall survey data has decreased since last year. We think this may be due to the longevity of the program changing people's perspectives.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3d

a. In about one sentence, identify the intended outcome.

90% of participants will report increased quality of life in the following areas after each 3-month period of use: Feeling respected and equal to others

b. What was the target outcome?

90% of participants report this is better

c. What was the actual outcome?

71% report this is Better, 29% report this is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter.

g. Please provide a brief story (if any) related to this outcome.

We have had multiple parents share that their family member is very proud and excited to have a personal ride come and get them. They often compare this to siblings who had more occasion to get rides from peers and get out into the community more.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

When designing this program, we hoped to create a system that would not distinguish our riders from anyone else getting out on the town. We know that some people experience stigma or shame around using disability specific transportation systems. With this outcome we wanted to measure if our program was supporting riders to feel equal to others in the community.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

As mentioned, data was not as high as other years. We will be evaluating our assessment methods and making adjustments to better understand either why perspectives of the program have lessened and how we might address any concerns. Despite the less positive data, the narrative feedback on the program is overwhelmingly very positive.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

4a

a. In about one sentence, identify the intended outcome.

90% of family members with active member participants will report increased experiences of the following after each 3-month period of their family member's use: Overall quality of life

b. What was the target outcome?

90% of family members report this is better

c. What was the actual outcome?

100% said their overall quality of life was improved with the program.

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter. Questions for this outcome group were only asked if the person identified themselves as a family member.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Families have consistently mentioned transportation as a huge barrier to their loved one and a challenge to manage themselves. This outcome looks at how the program is affecting the overall quality of life of families, who often become de facto taxi services for their loved ones with disabilities.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This outcome data is very much in line with what people tell us about the program and report in narrative sections of more formal surveys.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

4b

a. In about one sentence, identify the intended outcome.

90% of family members with active member participants will report increased experiences of the following after each 3-month period of their family member's use: Wellbeing/stress reduction

b. What was the target outcome?

90% of family members report this is better

c. What was the actual outcome?

85% report this is Better, 15% report this is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter. Questions for this outcome group were only asked if the person identified themselves as a family member.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This outcome seeks to measure if the program is having a positive effect on parents' stress level, as we know that transportation is an oft cited barrier in the lives of people with disabilities and their families.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Though not quite as high as we had hoped, it is possible that some families do not experience significant stress around transportation, or that they had not used the program often enough to feel an effect.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Community Choices, Inc. DDB**

Program: Transportation Support

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

4c

a. In about one sentence, identify the intended outcome.

90% of family members with active member participants will report increased experiences of the following after each 3-month period of their family member's use: Free time [reduction in their transportation obligations]

b. What was the target outcome?

90% of family members report this is better

c. What was the actual outcome?

92% report this is Better, 8% report this is the Same

d. What assessment tool did you use to measure this result?

The Quarterly Transportation Evaluation Form

e. Who completed the assessment tool?

Participants and family members of participants who used rides during each quarter

f. How often and when did you collect the data?

The survey was sent out quarterly to everyone (riders and family) who used the program that quarter. Questions for this outcome group were only asked if the person identified themselves as a family member.

g. Please provide a brief story (if any) related to this outcome.

Families who live outside of the CU area often share particularly positive feedback to us in informal conversation. One parent recently shared that they have to spend so much less time in the car driving their loved one back and forth from Tolono to events and activities in town. She was very grateful and described a morning being able to relax with a cup of coffee on her porch.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Families were a secondary population we hoped to reach with this program. Our hope was that adding an additional transportation resource would reduce the amount of time they would need to spend driving their loved one. This outcome attempts to measure if we have been successful in reducing this familial responsibility.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This program was not designed to meet 100% of the transportation needs of our members. It has always been meant to be a compliment to a multitude of community and personal resources. We are happy with this outcome data.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*



Developmental Disabilities Board Annual Performance Outcome Report

Agency: Developmental Services Center

Program: Clinical Services

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

1. In about one sentence, please describe the program's goals.

The Clinical Program supports access to mental health and occupational therapy services for individuals with I/DD in Champaign County.

2. In three sentences or fewer, please describe the program's activities.

DSC provides psychiatry, counseling, and occupational therapy services through clinicians with expertise in intellectual and developmental disabilities and their respective professional fields. The Clinical Program also includes a dedicated staff position to provide Direct Support Professionals with training and modeling related to behavioral supports for individuals served by DSC.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

David received psychiatry and counseling supports and had remained fairly stable until the fall, when his team observed significant changes in mood, work consistency, eating habits, and personal care following the death of his mother. When David began talking about self-harm, the team immediately contacted his psychiatrist, who met with him to discuss his well-being and adjust his medication. With David's permission, his counselor was informed of the changes and increased support through weekly visits and phone calls. The DSP Support Specialist also met with David and his team to identify positive support strategies, including a visual support strategy used consistently when David had less initiative or felt unmotivated. Through this coordinated team approach, David began to stabilize, resumed regular eating and self-care routines, returned to work, and avoided further decline, hospitalization, financial burden, or significant self-harm.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.

People with a formal diagnosis of I/DD seeking clinical support are eligible for services.

18. How do you determine if a person meets criteria?

Eligibility is determined by psychological assessments that include IQ test scores, resulting in a full-scale IQ score below 70 or a documented developmental disability with deficits in three life skill areas. The person must be eligible for the PUNS list. The determination of the need for clinical services is assessed by DSC's clinical consultants or upon referral from an individual's physician/provider with whom he/she has an established relationship.

19. How do eligible people learn about this program?

Referrals and inquiries are received from a variety of sources such as support group referrals, physician and interagency referrals, school inquiries, self and family referrals, and word of mouth. Along with these examples, people learn of the services through formal community events/groups such as The disABILITY Expo, the Champaign County Transition Planning Committee, as well as other mediums to include intake/admissions activities, DSC website, social media, brochures, and other informational materials.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.

30

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.

90%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.

30

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.

90%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program. (20-word limit)

Services remain available as long as needed. Quarterly reviews are conducted to confirm continued need for counseling and psychiatric services.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

70

Actual:

83

Notes:

Started with 64 total (2 NTPCs and 62 TPCs)
Added 4 NTPCs and 15 TPCs during fiscal year.

Time between assessment/intake and starting services, please indicate the average number of days

Target:

30

Actual:

14

Notes:

Length of Participant Engagement, please indicate the average number of days

Target:

0

Actual:

0

Notes:

Services remain available as long as needed. Quarterly reviews are conducted to confirm continued need for counseling and psychiatric services.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Based on the data above the Clinical Program is reaching more than the target amount, specifically for TPC participants. Outreach with a more intensive focus on clinical services could occur to reach potential NTPC service recipients.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Clinical Program outcomes indicate that the therapeutic needs of individuals are being met. Progress notes have proven effective in identifying individual needs, common challenges, and steady improvement for most people engaged in clinical services. The referral process continues to highlight significant gaps in community resources, particularly the shortage of providers who accept Medicaid and the lengthy wait times for appointments. Data from the overall wellbeing survey indicate that many individuals and their families report satisfaction with their clinical services provider and an improved sense of wellbeing. Having a dedicated staff position to model and train staff in appropriate interventions and positive behavioral supports has been especially meaningful, strengthening staff knowledge and help individuals feel more consistently supported.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Over the next two years, DSC aims to sustain the Clinical Program’s high standard of care through continued access to psychiatry and counseling services, expanded occupational therapy supports, and a reduced need for restrictive behavioral interventions. Achieving these goals will require stable staffing, sufficient hours for clinical supervision, and ongoing continuing education and training opportunities to ensure staff have the skills and support needed to meet individuals’ clinical and behavioral health needs effectively.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Clinical Services**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Conduct quarterly reviews regarding assessment, progress, frequency, medication utilization and reduction when clinically appropriate, for counseling and psychiatry practice

b. What was the target outcome?

100% of quarters

c. What was the actual outcome?

100% of quarters

d. What assessment tool did you use to measure this result?

Psychiatry notes and counselor quarterly summaries.

e. Who completed the assessment tool?

Psychiatrist and counselors

f. How often and when did you collect the data?

At least quarterly. More often as needed.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?
Quarterly reports provided by clinicians document whether individuals continue or discontinue services and reflect the clinicians' professional judgment regarding progress in psychiatry or counseling sessions. Based on the reports received, there is no indication that services are being overutilized.

i. In three sentences or fewer, what about this outcome suggests room for improvement?
At this time, there does not appear to be a need for improvement in this outcome.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Clinical Services**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

DSP Support Specialist will provide trainings to select agency staff on current behavioral topics relevant to the needs of individuals in their program this fiscal year.

b. What was the target outcome?

Two

c. What was the actual outcome?

Three formal trainings. Two regarding behavioral techniques and one about creating visual supports with new communication software.

d. What assessment tool did you use to measure this result?

Record of trainings

e. Who completed the assessment tool?

DSP Support Specialist

f. How often and when did you collect the data?

Quarterly

g. Please provide a brief story (if any) related to this outcome.

Throughout the year, the DSP Specialist provided several informal and formal training opportunities to strengthen staff understanding of individualized behavioral strategies, as well as general principles that can be applied across services. Formal training on updated visual tools was also provided, helping staff respond more effectively to individuals' behavioral needs.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

As a result of the trainings provided to staff, while not an official outcome measure, anecdotal data indicated an increase in the use of positive behavioral strategies. Staff also reported increased use of visual tools to assist individuals experiencing challenges at home or work related to specific tasks or peer relationships.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

In the future, DSC may consider adding a formal outcome measure to better evaluate the impact of staff trainings. This would provide more objective data on how training influences staff practice and contributes to improved service delivery.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Clinical Services**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Individual self-assessments regarding effectiveness of clinical services on the person's overall sense of wellbeing will be completed annually.

b. What was the target outcome?

100%

c. What was the actual outcome?

100%

d. What assessment tool did you use to measure this result?

Wellbeing Survey

e. Who completed the assessment tool?

Individual

f. How often and when did you collect the data?

Annually, at the end of 4th quarter.

g. Please provide a brief story (if any) related to this outcome.

Those receiving regular psychiatry and/or counseling services during fourth quarter received the annual survey.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Surveys were returned by 84% of participants. Among respondents receiving psychiatry services, 85% reported improved overall well-being and indicated they felt better or much better as a result of services. Among respondents receiving counseling services, 71% reported that counseling helped them feel better or much better, while some noted that the impact varied due to day-to-day stressors. All respondents indicated they want to continue receiving psychiatry and/or counseling services.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Feedback regarding individuals' experiences with counseling and psychiatry services is primarily subjective. The Clinical Program will continue to explore additional methods and tools to gather this input about how clinical services affect each person's well-being.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Developmental Services Center**

Program: **Community Employment**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The goal of the Community Employment program is to support individuals in preparing for, securing, and maintaining meaningful employment within Champaign County.

2. In three sentences or fewer, please describe the program's activities.

The Community Employment program uses discovery, interviews, observation, and employment history to identify each person's strengths, support needs, and work goals. Staff then provide resume help, interview preparation, skill-building, technology support, job application assistance, and employer connections. After hire, the program supports orientation, transportation, accommodations, advocacy, training, problem solving, natural supports, volunteer and paid work, and Employment Plus activities that promote work-life balance and peer support.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

One participant, Leslie, had a strong interest in books and helping others. Through discovery, interviews, and job-interest exploration, she worked with Community Employment staff to identify a local bookstore as a strong employment match. Staff supported Leslie with resume development, interview practice, technology use, completion of the online application, and communication with the employer throughout the hiring process. After being offered the job, Leslie received support with orientation, online new-hire training, transportation planning, and workplace expectations. These supports helped Leslie gain confidence, connect with coworkers, and begin meaningful employment in the community.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.
An individual is deemed eligible with a formal diagnosis of a developmental disability as defined by the State of Illinois and enrollment on the PUNS list. Additionally, he/she must be 18 years of age or older and desire help finding, preparing for, and/or maintaining employment.

18. How do you determine if a person meets criteria?
DSC's Admissions Committee determines if a person meets eligibility criteria and if the program can provide the needed/requested support. Eligibility is determined by psychological assessments that include a full-scale IQ score of 70 or below or a documented developmental disability with deficits in three life skill areas. The person must be eligible and enrolled through PUNS.

19. How do eligible people learn about this program?
People learn about this program through a variety of resources, not limited to the Illinois Department of Rehabilitation Services, school programs, Champaign County Transition Planning Committee, Champaign County Transition Services Directory, community events such as the disABILITY Expo, current employers, other individuals/families, social and other media events. DSC welcomes, accepts, and initiates opportunities to promote employment opportunities, informally and formally.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.
45 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.
90%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.
60 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.
75%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program.) (20-word limit)

Community Employment support is provided as long as needed for the person to maintain employment.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

Total Clients Served during the Program Year

=====

Target:

88

Actual:

94

Notes:

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

60

Actual:

26

Notes:

Length of Participant Engagement, please indicate the average number of days

=====

Target:

0

Actual:

0

Notes:

Community Employment support is provided as long as needed for the person to maintain employment.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?
Based on the data reflected above, the eligibility requirements and outreach efforts appear to be reaching individuals seeking employment support.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.
DSC’s Community Employment outcomes indicate that the program continues to support a diverse group of individuals throughout the community by helping them maintain meaningful jobs, pursue new employment opportunities, and build skills needed for future employment. Through individualized support, Employment Specialists assist participants in sustaining long-term positions, strengthening workplace readiness through volunteer and supported employment experiences, and securing jobs that align with their interests and abilities.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?
DSC’s Community Employment program would like to explore expanding opportunities for individuals who may not be successful in typical employment environments but could thrive with individualized support. This may include expanding entrepreneurial opportunities, which would create additional pathways for people to develop employment skills, showcase their talents, and participate in sales opportunities such as craft fairs, art shows, trade events, and online platforms. Another area of focus is continuing to build community connections with businesses so that supported employment sites can be developed, allowing individuals to gain valuable work experience with ongoing intensive support that is not typically available in traditional employment settings. These efforts are intended to increase access to flexible and meaningful employment options that reflect participants’ interests and goals

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community Employment**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

People will participate in job development activities including discovery, volunteering, or supported employment.

b. What was the target outcome?

26

c. What was the actual outcome?

25

d. What assessment tool did you use to measure this result?

Documentation by the Community Employment Specialist

e. Who completed the assessment tool?

Community Employment Specialist and Program Manager

f. How often and when did you collect the data?

Monthly and included in the quarterly report

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This outcome showcased that the CE program continues to create opportunities for individuals to volunteer, build new skills, and practice job-readiness skills such as social interaction, appropriate workplace attire, and time and task management. Several individuals had the opportunity this year to participate. Strong community partnerships helped create opportunities for people to explore different types of job skills needed for possible future employment.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

During the past year, DSC's Community Employment program experienced the loss of some supported employment sites and volunteer opportunities, which reduced access to community-based skill-building experiences for individuals preparing for future employment. As community opportunities continue to change, the program remains committed to identifying new partnerships and developing alternative pathways that support skill development, work readiness, and future employment success.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community Employment**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

People will maintain employment over the fiscal year.

b. What was the target outcome?

80% of people

c. What was the actual outcome?

99%

d. What assessment tool did you use to measure this result?

Documentation from Community Employment Specialists

e. Who completed the assessment tool?

Community Employment Specialists and Program Manager

f. How often and when did you collect the data?

Monthly and included in quarterly report

g. Please provide a brief story (if any) related to this outcome.

Individuals have jobs in a variety of business sectors, including retail, food service, hospitality, manufacturing, customer service, clerical work, and healthcare, with one individual advancing into a new area as a pharmacy technician.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Individuals in the Community Employment Program are gaining valuable skills to enter or remain in the workforce. The majority of participants remained employed throughout the year. Based on the outcome data, this is a longstanding and effective program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The outcomes data suggest there is limited need for improvement; however, the program remains committed to identifying new opportunities to support more people in securing meaningful community employment when that is their desired goal.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community Employment**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

People will be satisfied with their Community Employment services

b. What was the target outcome?

90%

c. What was the actual outcome?

88%

d. What assessment tool did you use to measure this result?

Annual Satisfaction Survey

e. Who completed the assessment tool?

Participants and/or their guardian.

f. How often and when did you collect the data?

During 4th quarter of FY26

g. Please provide a brief story (if any) related to this outcome.

100% of respondents stated they felt respected, that staff are friendly and helpful, and that they would recommend DSC employment services to others.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Feedback from the annual satisfaction survey indicates that most respondents were satisfied with the support they received through Community Employment, reflecting continued positive experiences with the program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

DSC has streamlined its satisfaction survey process by incorporating program-specific questions into one comprehensive survey while continuing to refine the tool to capture meaningful feedback and identify future information needs. Due to electronic distribution limiting participation to only individuals with email access, DSC may explore additional methods to gather input from a broader range of people.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Developmental Services Center**

Program: **Community First**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The Community First program promotes community connection through recreational activities, social events, educational groups, volunteering, and other areas of interest to enhance personal fulfillment and inclusion.

2. In three sentences or fewer, please describe the program's activities.

This program supports people with a wide range of interests and abilities through more than 30 weekly group activity options, including community-based, recreational, wellness, and volunteer opportunities. Services are personalized based on each individual's interests, choices, personal plan, discovery process, self-report, and participant survey feedback. The program prioritizes meaningful community access while considering each person's support needs, stamina, comfort level, and readiness to try new opportunities.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

Jackson attends Community First groups Monday through Friday and chooses activities focused on exercise, health, and games based on his interests and survey feedback. His weekly schedule includes Wellness Warriors, Health Matters, Swim & Speak, and World Builders, giving him regular opportunities to stay active, build skills, and participate in the community. He uses MTD to access locations throughout Champaign-Urbana and has built meaningful peer and community connections, including joining a local gaming group in Urbana that he now attends independently on Tuesday evenings without DSC support. He is already looking forward to selecting more activities when the next round of groups is offered in a few months.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.
People must have a documented diagnosis of a developmental disability and an interest in participating in their community with staff support. Enrollment in the PUNS database is required.

18. How do you determine if a person meets criteria?
DSC's Admission Committee determines if a person meets eligibility criteria and if the program is able to provide the needed/requested service. Eligibility is determined based on psychological assessments that include IQ test scores, with a person with a full-scale score below 70 or a documented developmental disability with deficits in three life areas as being considered eligible. The person must also be eligible for the PUNS list.

19. How do eligible people learn about this program?
Ongoing outreach efforts occur via the Champaign County Transition Planning Committee, the disABILITY Expo, information included on our website, and circulation of brochures at events. People learn about services through tours for individuals and families that include discussion of possible services and their availability. Referrals are received from individuals/families; school inquiries, Prairieland Service Coordination, Inc., the Champaign County Developmental Disabilities Case Managers; the local DRS office when individuals with IDD are in search of day program support. We are responsive to requests and continue outreach efforts. DSC welcomes and invites opportunities to speak about this program and all DSC services.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.
30 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.
90%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.
90 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.
75%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program. (20-word limit)
People participate until they are no longer interested or in need of services.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

Total Clients Served during the Program Year

Target:

45

Actual:

59

Notes:

Time between assessment/intake and starting services, please indicate the average number of days

Target:

90

Actual:

61

Notes:

Timing to begin services varies based on when individuals express interest in joining Community First, as groups rotate throughout the year approximately every four months. Some individuals may not be interested in the available groups at the time of intake, while others may need to wait due to limited capacity in the specific group they prefer. As a result, individuals may choose to delay the start of services until an appropriate group opportunity becomes available.

Length of Participant Engagement, please indicate the average number of days

Target:

0

Actual:

Notes:

People participate until they are no longer interested or in need of services.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Based on the data reported above the eligibility requirements and outreach efforts are reaching individuals seeking community first programming and they are able to start services on average within less time than projected.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the "New Outcome Report" that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Review of outcome data demonstrates that Community First participants are engaging in group offerings that align with their interests and continue to express enjoyment of both recurring activities and new opportunities. Relationships among newer participants continue to strengthen, with several individuals encouraging peers to join DSC and participate in Community First.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Over the next two years, Community First will continue strengthening the program by expanding group offerings that are guided by participant interests and feedback. The program will also continue providing staff development opportunities and content resources to better equip team members to facilitate meaningful groups on participant-identified topics. In addition, Community First plans to explore opportunities to introduce individuals to the program before enrollment, helping them better understand available services and make informed decisions about participation.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community First**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Through a survey process, individuals will indicate chosen activities are aligned with their interests.

b. What was the target outcome?

90%

c. What was the actual outcome?

99%

d. What assessment tool did you use to measure this result?

CF Survey tool

e. Who completed the assessment tool?

Participants in the CF program

f. How often and when did you collect the data?

Approximately every three months as group sessions end and before the new cycle starts.

g. Please provide a brief story (if any) related to this outcome.

The information gathered from these surveys helps guide future group offerings by identifying which activities are most valued by participants and which may have lower levels of interest.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Data from this continues to demonstrate that individuals are satisfied with options and the group offerings align with their interests.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The data from this outcome does not currently indicate a need for improvement. While the program cannot be expected to meet every participant's preference at all times, it has been successful in offering a wide range of group options. These choices meet the needs and interests of most participants with many being direct requests from individuals in the Community First program.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community First**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

New groups will be developed based on participant feedback

b. What was the target outcome?

5

c. What was the actual outcome?

10

d. What assessment tool did you use to measure this result?

Community First Survey and informal suggestions from participants

e. Who completed the assessment tool?

Participants in Community First

f. How often and when did you collect the data?

At the end of each group cycle, approximately three times per year.

g. Please provide a brief story (if any) related to this outcome.

Some of the new groups developed during the past fiscal year include Positivity Committee, History Buffs, Library Crafts, Coffee Corner, Ocean Discovery, Iron & Acre, and World Builders.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Direct input from Community First participants strengthens the program by ensuring individuals have opportunities to learn about and participate in topics that reflect their interests. There are many recurring groups that have become participant favorites, but new options continue to be introduced during each series of offerings.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The data related to this outcome does not indicate a need for improvement at this time.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Developmental Services Center**

Program: **Community Living**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The goals of the Community Living Program are to support Champaign County adults with intellectual and developmental disabilities in building and maintaining independent living skills, accessing community resources, receiving ongoing or increased support as needs change, and enhancing their quality of life at home and in the community.

2. In three sentences or fewer, please describe the program's activities.

CLP provides individualized training, support, and advocacy to help participants build daily living skills, manage health and wellness needs, strengthen financial and technology skills, and safely access community activities and resources. Services are based on each person's interests, choices, and personal plan, with supports tailored to promote independence, self-sufficiency, and confidence. The program also offers emergency and crisis support after hours and on weekends to help individuals maintain stability while living in the community.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

Since June 2024, the Community Living Program (CLP) has supported R, an individual with a developmental disability who lives in his own apartment, in working toward greater independence and a safer, healthier home environment. Although R initially wanted support to study for his driver's license exam and was hesitant to accept help with cleaning and organizing, an apartment inspection in early 2026 revealed a bed bug infestation that required immediate action. Through patience, consistency, and a person-centered approach, CLP staff built trust with R, and he chose to work alongside staff for many hours to sort belongings, remove unnecessary items, and prepare his apartment for treatment. After the remediation process, R expressed pride in what he had accomplished and shared that he finally felt comfortable inviting friends and visitors into his home. R's success reflects the impact of relationship-based, person-centered services: CLP provided guidance, encouragement, and consistent support, while R did the difficult work of creating meaningful change that strengthened his independence, confidence, and overall quality of life.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.

A person must have a diagnosis of a developmental disability as defined by the State of Illinois and be on the PUNS list.

18. How do you determine if a person meets criteria?

DSC's Admissions Committee determines if a person meets eligibility criteria and if the program is able to provide the needed/requested support. Eligibility is determined based on psychological assessments that include IQ test scores, with a person with a full-scale score below 70 or a documented developmental disability with deficits in three life areas as being considered eligible. The person must be eligible and enrolled in PUNS.

19. How do eligible people learn about this program?

Referrals and inquiries are received from a variety of sources such as, self and family referrals, physician and interagency referrals, school inquiries, and word of mouth. Along with these examples, people learn of the services through formal community events/groups such as the disABILITY Expo, the Champaign County Transition Planning Committee, as well as other mediums to include intake/admissions activities, DSC website, social media, brochures, and other informational materials.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.

30 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.

90%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.

45 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.

90%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program.) (20-word limit)

Services are provided as long as a person has a need and chooses to actively participate.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

Total Clients Served during the Program Year

=====

Target:

78

Actual:

74

Notes:

=====

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

45

Actual:

40

Notes:

=====

Length of Participant Engagement, please indicate the average number of days

=====

Target:

0

Actual:

0

=====

Notes:

Services are provided as long as a person has a need and chooses to actively participate.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

The Community Living Program (CLP) has a long-standing history of providing services to individuals with intellectual and developmental disabilities in Champaign County that desire to live independently in their own apartment or home. Program eligibility is intentionally broad, requiring only that individuals live in Champaign County, have a diagnosis of I/DD, and are enrolled in PUNS, which helps ensure access for those who may benefit from support. Throughout the year, CLP engaged in outreach through community events, the agency website, and routine intake calls. Although the annual target was not met, several individuals expressed interest in the program but were not yet ready to commit to services. Some interested individuals were specifically seeking housing through CU Independence; however, available apartments were full at the time, creating a delay in enrollment.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Outcome data for the Community Living Program demonstrates that the program is reaching new individuals while supporting participants in maintaining safe and healthy living environments, reducing the risk of homelessness, and accessing medical, dental, mental health, transportation, financial literacy, and community independence supports. Participants are also building meaningful community connections, expanding recreational and leisure opportunities, and maintaining or improving their overall well-being. Satisfaction data further indicates that individuals are pleased with the services they receive and feel supported by staff.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

CLP would like to expand support for individuals living with their families who are working toward greater independence. To help individuals begin building skills earlier in their journey, CLP has repurposed a vacant apartment at CU Independence into a dedicated training space where participants can safely practice essential independent living skills, using a structured curriculum designed to build confidence, experience, and progress toward long-term goals.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community Living**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Community Living Program participants will pass monthly housekeeping and safety reviews at 80% or greater.

b. What was the target outcome?

75% of participants

c. What was the actual outcome?

93% of participants passed their monthly housekeeping and safety review with a score of 80% or greater.

d. What assessment tool did you use to measure this result?

Monthly Housekeeping and Safety Review form

e. Who completed the assessment tool?

Community living Specialists with the participant

f. How often and when did you collect the data?

Monthly, reported quarterly.

g. Please provide a brief story (if any) related to this outcome.

Several individuals made progress in maintaining clean, safe living spaces by reducing trip hazards and addressing environmental conditions that could attract pests or bugs. At the CU Independence apartments, individuals have also been learning about and working on maintaining the shared lobby space so that it is welcoming for guests and residents.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

During the past year or two, CLP identified that some individuals needed additional support to successfully meet safety and housekeeping outcomes. In response, the review process was revised so that, following the initial inspection, any areas of concern are discussed with the individual and highlighted on a pictorial form to help them better understand what to address before the recheck. This change has increased the number of individuals who pass their monthly inspections, supporting their ability to maintain safe and healthy living environments while reducing the risk of potential eviction related to unsanitary living conditions.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

CLP staff will continue to identify opportunities to strengthen safety and promote healthy living spaces for all individuals enrolled in the program. For individuals working toward moving into their own homes, CLP staff will emphasize education and discussion around home safety, cleanliness, and maintaining a healthy living environment.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community Living**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Community Living Program participants will experience new or maintain community engagements of their choosing.

b. What was the target outcome?

90% of participants

c. What was the actual outcome?

90% of participants

d. What assessment tool did you use to measure this result?

List of community engagements

e. Who completed the assessment tool?

Community Living Staff and Manager via participant report

f. How often and when did you collect the data?

Monthly, reported quarterly

g. Please provide a brief story (if any) related to this outcome.

Individuals participated in a wide range of community activities that promoted social engagement, exploration, and personal choice. New experiences included medieval-themed putt-putt, Friday Night Live music events, Hardy's Reindeer Ranch, Staerkel Planetarium programs, indoor flea markets, and visits to new restaurants throughout the community.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Since the start of CLP Plus event opportunities, individuals have been able to experience new activities and locations throughout the Champaign County community, with monthly social opportunities scheduled after hours to accommodate participants' work and other commitments. The planning process supports skill development in areas such as budgeting, transportation coordination, and inviting peers to participate. Individuals also continue to engage in ongoing activities, including community groups, bowling leagues, church activities, and other opportunities with natural supports in place.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The program continues to provide supported opportunities for individuals to try new community experiences with staff guidance, helping build confidence, independence, and familiarity with available resources. Program staff would like to see increased future participation in these activities with peers or other natural supports, with less reliance on paid staff support over time.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Community Living**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Satisfaction surveys will have a score of four points or higher

b. What was the target outcome?

80% of responses

c. What was the actual outcome?

91% of responses scored a 4 out of 5 or higher

d. What assessment tool did you use to measure this result?

CLP Satisfaction Survey

e. Who completed the assessment tool?

CLP Participants

f. How often and when did you collect the data?

A sample of individuals completed the survey each quarter, with reporting completed at the end of the fiscal year.

g. Please provide a brief story (if any) related to this outcome.

Overall, individuals reported satisfaction with the services and supports they receive. Responses from the satisfaction survey reflected positive experiences, including: "I recommend DSC to a lot of people who I think could use their help," "I always get a reply quickly when I call my CLS. Keep doing what you're doing," and "I think my CLS is a very kind and helpful person. She is going to help me with going to my appointments."

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Overall satisfaction with the Community Living Program remains high. Feedback is gathered through quarterly tenant meetings, annual meetings, regular face-to-face interactions, and quarterly satisfaction surveys, allowing issues to be identified and addressed promptly. The majority of participants rated CLP services and staff at 4 or higher on a 5-point scale, indicating strong satisfaction with the program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Data for this outcome does not indicate a need for improvement at this time. CLP staff continue to seek feedback from participants and their families to ensure the program remains responsive to the needs, preferences, and goals of the individuals served.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Developmental Services Center**

Program: **Connections**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

Connections is a community-based program that supports personal exploration, artistic expression, and alternative employment opportunities by helping participants create, display, and sell art and other handmade items.

2. In three sentences or fewer, please describe the program's activities.

Connections provides participants with opportunities to explore creative outlets, promote self-expression, learn from visiting artists, and earn income from products they create. Participants experience pride in sharing their talents, teaching peers their craft, and using creativity as a path for skill development and social connection. Community events, including the Boneyard Arts Festival, various Crow open houses, disAbility Expo, and Ebertfest offer inclusive opportunities for participants to sell their work, collaborate with other artists, and engage with the broader community.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

Taylor has regularly participated in the Connections program for the past couple of years, where she has continued to express herself creatively and build on her artistic interests. After learning that Taylor had designed T-shirts while in school, staff recognized an opportunity to support her in reconnecting with that passion and exploring new ways to share her talent with others. With support from Crow staff, Taylor is creating wearable art featuring her original designs. Her bold colors and throwback color-blocking style have already made an impression at local fairs and festivals, giving Taylor meaningful opportunities to showcase her creativity, connect with the community, and take pride in her work. DSC is excited to continue supporting Taylor's artistic journey as she shares her work at upcoming events.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

People with I/DD who are interested in pursuing their creative talents are eligible for services. A documented diagnosis of a developmental disability and enrollment in the PUNS database is required.

18. How do you determine if a person meets criteria?
Eligibility is determined based on psychological assessments that include IQ test scores, with a person with a full- scale score below 70 or a documented developmental disability with deficiencies in three life areas as being considered eligible. The person must be eligible and enrolled through PUNS.

19. How do eligible people learn about this program?
People learn about services through tours that include discussion of possible services/availability, circulation of brochures at community service events like the disABILITY Expo and the Champaign County Transition Planning Committee, local media events, attendance at students' IEPs (non-county funded activity), as well as other outreach to local schools. Referrals are received from individuals/families, Prairieland Service Coordination, Inc., Regional Planning Commission Case Managers, schools, churches, as well as other community partners. DSC welcomes and invites speaking engagements to classes, groups, schools, events, etc.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.
30 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.
90%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.
90 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.
75%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program. (20-word limit)
People participate until they are no longer interested in services.

=====

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

=====

Total Clients Served during the Program Year

=====

Target:

25

Actual:

38

Notes:

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

90

Actual:

73

Notes:

Length of Participant Engagement, please indicate the average number of days

=====

Target:

0

Actual:

0

Notes:

People participate until they are no longer interested in services.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?
The Connections Program continues to expand the range of creative projects available, offering flexible opportunities for people to participate in ways that reflect their interests, needs, and goals. Over time, The Crow and the artwork created through the program have become increasingly recognized throughout the community. The program remains focused on expanding its reach, increasing opportunities for DSC participants, and strengthening connections with the broader community of artists and patrons.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.
How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.
Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.
Outcome data for this program continues to show that participants are satisfied with their experiences and thoroughly enjoy the opportunities offered through the Connections program. Ongoing review and refinement of group sessions help ensure The Crow remains a strong, participant-led program focused on the goals, interests, and preferences of the individuals receiving services.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?
DSC will work to expand the Connections program by increasing opportunities for individuals to participate in art shows, community displays, and art installations while continuing to support artists in bringing their creative visions to life. A key goal is to develop more long-term partnerships with local artists, creative organizations, and community partners who can help participants collaborate, learn new skills, and explore new avenues of creative expression. While DSC has been fortunate to build several successful short-term collaborations, establishing more ongoing partnerships would strengthen engagement, expand opportunities, and support artists in being recognized and compensated for their work. These efforts will help create a sustainable network of creative supports that promotes community inclusion, artistic growth, and meaningful recognition for individuals with a variety of artistic interests.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: Connections

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Participants will host or engage in special events to connect people with developmental disabilities to the greater community.

b. What was the target outcome?

Five special events

c. What was the actual outcome?

Six special events including two Crow open houses, disAbility Expo, Boneyard Arts Festival, Ebertfest, and Tolono Fun Days.

d. What assessment tool did you use to measure this result?

Record of events

e. Who completed the assessment tool?

Program Manager & Director

f. How often and when did you collect the data?

As events occurred, reported in the quarterly report.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Attending and hosting events is a highlight for many individuals who participate in The Crow activities, as these opportunities allow them to showcase their work and, if desired, sell the items they create. These events also provide meaningful opportunities for participants to interact with others who appreciate art, share information about their products, and build social connections within the community.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The data for this outcome does not indicate a need for improvement at this time. However, recent changes to long-standing events, such as Ebertfest and the disAbility Expo, have created opportunities for Crow participants to explore additional community events. In the coming year, the program will continue working to expand participants' reach throughout the greater Champaign-Urbana area.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Connections**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Participants will be satisfied with experience at The Crow at 110.

b. What was the target outcome?

90%

c. What was the actual outcome?

98%

d. What assessment tool did you use to measure this result?

Satisfaction Survey

e. Who completed the assessment tool?

Program Manager & Director

f. How often and when did you collect the data?

At the end of each group session, typically 2-3 times per year.

g. Please provide a brief story (if any) related to this outcome.

Feedback shared through the satisfaction survey indicates that participants are highly satisfied with their experiences in the program. Responses from the most recent survey included comments such as, "I like to paint and create," "I like learning how to advocate for my likes and interests," "I like Crow groups because I meet new people," "I really learned I am more creative than I thought," and "It is getting easier to have conversations because I practice talking about my art."

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Satisfaction survey feedback shows that most participants are satisfied with their experiences at The Crow. Lower satisfaction responses appear to reflect that some participants explored a new activity and determined that an artistic focus was not the best fit. Overall, the outcome demonstrates strong satisfaction while supporting the program's person-centered approach to helping individuals explore various activities.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Data from this outcome does not indicate a need for improvement at this time.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: Connections

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Engage in collaborations with community artists teaching classes at The Crow.

b. What was the target outcome?

Two collaborations

c. What was the actual outcome?

Two

d. What assessment tool did you use to measure this result?

Record of artist collaborations

e. Who completed the assessment tool?

Program Manager

f. How often and when did you collect the data?

As each collaboration occurred, reported quarterly.

g. Please provide a brief story (if any) related to this outcome.

This past year, two local artists collaborated with The Crow to provide inclusive art experiences, including disability awareness activities through interviews and charcoal drawings, as well as a hands-on lesson in creating custom garden stones. In addition, staff and community members with artistic talents informally shared their techniques with participants on various projects completed at The Crow.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

DSC artists continue to enjoy opportunities to meet and collaborate with local artists at The Crow and other community events. As more artists learn about the program, available activities and art mediums continue to expand. These collaborations enhance the Connections Program by creating meaningful, educational experiences for participants and fostering stronger connections and potential natural supports for their artistic endeavors.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

While the Connections Program has been successful at connecting to local artists, developing more long-term collaborations would further strengthen the program and expand meaningful creative opportunities for participants.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: Developmental Services Center

Program: Employment First

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

Employment First is a collaboration between DSC and Community Choices to increase awareness of employment for people with I/DD.

2. In three sentences or fewer, please describe the program's activities.

Activities focus on educating Champaign County businesses about the benefits of hiring people with disabilities and providing resources to support more inclusive employment practices. The initiative also supports people with I/DD by increasing awareness of available employment supports and reinforces service providers' continued commitment to community employment.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

Through ongoing outreach at community networking events, the E1/LEAP team connects with new and existing businesses to expand inclusive employment opportunities. At one event, a business owner shared that routine tasks were becoming difficult to complete due to staffing needs. The LEAP Coordinator followed up with the owner, provided information about the program, and completed a business assessment to identify potential job carving opportunities. As a result, the owner created a new position, hired a person with a disability whose skills matched the role, and identified additional candidates for other available positions. The owner also requested LEAP and Front-Line training for all staff and asked for the business to be added to the Directory of Disability-Inclusive Employers.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.
Employers in Champaign County who want to learn about available employment services and the benefits of hiring people with disabilities through the LEAP training are eligible for the training at no charge. Additionally complimentary disability awareness staff training is also available.

18. How do you determine if a person meets criteria?
Businesses must be in Champaign County.

19. How do eligible people learn about this program?
Information is disseminated through the Champaign County Transition Planning Committee, Chambers of Commerce, social media, and other community events. Businesses learn about LEAP through other employers, social media, and as E1st representatives reach out to employers directly to educate and schedule training. Outreach efforts surrounding the Champaign County Directory of Disability-Inclusive Employers also further promotes Employment First efforts.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.
30 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.
100%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.
30 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.
100%

24. Estimate the average length of time of participant engagement in services or supports. (Identify and use the unit most appropriate to this program.) (20-word limit)
The training is one hour. Follow-up will occur within one month.

=====

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

Total Clients Served during the Program Year

=====

=====

Target:

25

Actual:

22

Notes:

This target represents the number of LEAP and front-line staff trainings completed in FY26.

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

0

Actual:

0

Notes:

N/A

Length of Participant Engagement, please indicate the average number of days

=====

Target:

0

Actual:

0

Notes:

N/A

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Overall, LEAP/FLS trainings were well received and offered to a variety of businesses throughout the fiscal year. Continued outreach to both new and existing businesses remains important, particularly when businesses experience changes in management or significant staff turnover. Although the target was not met this fiscal year, this was likely impacted by one LEAP Coordinator being on medical leave for several months. DSC will continue outreach efforts and training opportunities to strengthen business engagement and support inclusive employment practices.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Data from the E1/LEAP program indicates that businesses throughout Champaign County continue to show interest in and participate in the trainings, find value in the information provided, and continue to hire individuals.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

A future goal of the program is to strengthen the LEAP Registry by making it more comprehensive, accessible, and user-friendly. Input from web design professionals and individuals with experience developing registries would support improvements to the registry’s functionality and overall effectiveness. Community feedback would also help ensure the registry continues to meet the needs of businesses, job seekers, families, and service providers.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Employment First**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

People will be hired by businesses who have completed LEAP training.

b. What was the target outcome?

10

c. What was the actual outcome?

8

d. What assessment tool did you use to measure this result?

Hire reports and database of LEAP trained businesses

e. Who completed the assessment tool?

LEAP Coordinator

f. How often and when did you collect the data?

Quarterly

g. Please provide a brief story (if any) related to this outcome.

N/A

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Eight individuals were hired this fiscal year by LEAP-trained businesses, demonstrating employers' commitment to inclusive hiring practices and highlighting the ongoing efforts of the Employment First/LEAP program.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

It is possible that additional people with disabilities were hired by LEAP-trained businesses during the fiscal year. This information is difficult to collect if the individuals are not connected to DSC or Community Choices. In addition, some people may choose not to disclose that they have a disability, which may result in underreporting for this outcome.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Employment First**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

LEAP attendees will provide satisfactory feedback on the benefits of training.

b. What was the target outcome?

90%

c. What was the actual outcome?

100%

d. What assessment tool did you use to measure this result?

Survey Tool

e. Who completed the assessment tool?

LEAP/FLS training participants

f. How often and when did you collect the data?

At the end of each training session

g. Please provide a brief story (if any) related to this outcome.

N/A

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The data from this outcome reflects that businesses are satisfied with the trainings and feel that the training is beneficial.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The data does not show a need for improvement at this time. Advocates also reviewed the presentations and provided feedback that will be considered in future revisions of the training.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Annual Performance Outcome Report

Agency: **Developmental Services Center**

Program: **Individual and Family Support**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The goals of the IFS program is to provide respite services for individuals and their families and also supporting advocacy opportunities for adults with intellectual and developmental disabilities.

2. In three sentences or fewer, please describe the program's activities.

The IFS program provides flexible respite supports for individuals and their families, including traditional respite, camps, after-school and summer programs, home modifications, specialized equipment, and other supports not covered by insurance. The program also promotes advocacy opportunities for adults with intellectual and developmental disabilities through curriculum-based learning, conferences, paid speaking opportunities, and education related to decision-making and healthy relationships.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

Cooper is a four-year-old with intensive medical and behavioral support needs whose parents serve as his sole caregivers. Respite services provide access to a trained personal support worker for an allotted number of hours each week, allowing his parents time to attend appointments, run errands, or take a needed break while continuing to support Cooper's daily care needs and their own well-being.

Sally is a young woman with a strong interest in advocacy and speaking up for others. Through DSC's monthly advocacy group, she joined peers in The Arc of Illinois' Legislation in Action series, where she learned about voter education, witness slips, effective communication, and other advocacy-related topics. She also traveled to Springfield to participate in They Deserve More Action Day, further building her confidence and involvement in statewide advocacy efforts.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.
Children and adults with I/DD residing in Champaign County are eligible. Infants and toddlers from birth to three presenting as delayed or at risk will qualify until the required PUNS enrollment occurs at age three. Adults are eligible if they have a state identified developmental disability and enrolled on PUNS. The person must be eligible and enrolled on the PUNS list.

18. How do you determine if a person meets criteria?
DSC's Admissions Committee determines if a person meets eligibility criteria and if the program is able to provide the needed/requested support.

19. How do eligible people learn about this program?
Referrals and inquiries are received from a variety of sources such as support group referrals, physician and interagency referrals, school inquiries, self and family referrals, and word of mouth. Along with these examples, people learn of the services through formal community events/groups such as the disABILITY Expo, the Champaign County Transition Planning Committee, as well as other mediums to include intake/admissions activities, DSC website, social media, brochures, and other informational materials. DSC welcomes and invites speaking engagements to classes, groups, schools, events, etc. to promote this program.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.
30 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.
90%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.
60 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.
80%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program. (20-word limit)
Services remain available as long as needed. Utilization will be monitored quarterly.

=====

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

Total Clients Served during the Program Year

Target:

40

Actual:

40

Notes:

This figure represents the total number of individuals enrolled in respite services, which is reported as the TPC for this program.

Time between assessment/intake and starting services, please indicate the average number of days

Target:

60

Actual:

21

Notes:

This figure represents the average number of days from completed assessment to engagement in respite services.

Length of Participant Engagement, please indicate the average number of days

Target:

0

Actual:

0

Notes:

Services remain available as long as needed or until participant receives HBS funding.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?
Individuals are accessing respite services without significant barriers related to eligibility or outreach. The primary factor limiting the number of families who can utilize respite services is the availability of funding to support the program and meet each family's requested number of service hours.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the "New Outcome Report" that you completed for each Outcome in your Program Application.
Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.
Based on outcomes from the IFS Program, the respite component continues to be a highly needed and valued service for families in Champaign County. While families are encouraged to explore the other respite options through the state, DSC's model offers greater flexibility by supporting individuals at home, in the community, through camps and classes, and with specialized equipment not otherwise covered by insurance.
Advocacy participation has grown, and individuals entering the agency are already expressing interest in learning more about speaking up for their wants, needs, and the needs of others after talking with current advocates. The use of an established healthy relationships curriculum has also been beneficial, helping participants engage in safer and more positive relationships with peers.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?
Over the next two years, the IFS program aims to expand respite services to more families in need while continuing to facilitate meaningful advocacy opportunities, including opportunities for individuals to receive compensation for public speaking engagements. To support these goals, DSC will continue outreach across Champaign County and pursue opportunities that align with advocates' interests.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Individual and Family Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Individuals will actively participate in educational opportunities and advocacy efforts to include community and virtual options during the fiscal year.

b. What was the target outcome?

20 individuals

c. What was the actual outcome?

34 advocates participated in educational and advocacy efforts this past fiscal year.

d. What assessment tool did you use to measure this result?

Advocacy attendance spreadsheet

e. Who completed the assessment tool?

Resource Coordinator

f. How often and when did you collect the data?

g. Please provide a brief story (if any) related to this outcome.

Advocates participated in a wide array of educational opportunities, including the Legislation in Action series, healthy relationships curriculum, historical lessons about disability rights and progress, and discussions of current disability issues in the media. They also learned about accessibility and practiced ways to speak up and speak out through conferences, small-group presentations at local schools and DDB/MHB study session, and worked on writing letters to local and state leaders.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Data from this outcome demonstrate the program's effectiveness, as DSC's advocate pool continues to grow. This growth is supported by having a dedicated staff position focused on advocacy efforts. Participants are inviting others to join advocacy activities and are increasingly speaking up about topics they want to learn more about and issues where they want their voices to be heard.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Data from this outcome does not indicate a need for program improvement at this time. However, the Resource Coordinator frequently seeks feedback from advocacy group members to ensure activities are centered around their needs and interests.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Individual and Family Support**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Families receiving IFS Respite will be satisfied with services.

b. What was the target outcome?

90% of families

c. What was the actual outcome?

100% of respondents

d. What assessment tool did you use to measure this result?

Annual satisfaction survey

e. Who completed the assessment tool?

Families of individuals receiving respite services

f. How often and when did you collect the data?

Annually, during third and fourth quarters

g. Please provide a brief story (if any) related to this outcome.

Survey comments were positive and reflected the meaningful impact of the program. Families shared that respite services strengthened their relationships by allowing them time for a needed break, helped them complete tasks that were difficult to manage with their child present, and provided reassurance that their child was being supported by a safe and trusted caregiver.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

All respondents reported satisfaction with their services, felt supported by the Resource Coordinator, and felt respected by DSC staff. Most respondents were satisfied with the number of respite hours they received, while others responded neutrally. Overall, the survey results demonstrate that the program is having a positive impact on those who responded.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Developing alternative ways to gather feedback from families about their satisfaction with services may help increase response rates. Respite families are often managing significant responsibilities, including paperwork and surveys from schools or other providers, medical needs, and daily caregiving demands. As a result, even brief surveys may be difficult for families to complete.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Developmental Services Center**

Program: **Service Coordination**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The Service Coordination program offers support with benefits and complex needs, assists individuals in advocating for themselves and achieving their outlined goals, and connects them to in-house services and necessary community resources.

2. In three sentences or fewer, please describe the program's activities.

The Service Coordination program provides linkage and advocacy services to help individuals access DSC programs, community resources, benefits, medical coverage, financial supports, and legal assistance. Staff support individuals with appointments, records, representative payee needs, decision-making documents, ABLE accounts, special needs trusts, medical care, and urgent situations such as illness, injury, eviction risk, or loss of benefits or employment. The program also assists with housing applications, locating safe and affordable housing, lease signings, moving coordination, long-term care searches, referrals, and transition support.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

Sam came to DSC shortly after high school seeking day services and support in identifying the program that best fit his interests and needs. DSC's Intake Specialist assisted Sam and his family by coordinating site tours, explaining available services, sharing information about other community day service options, and completing the admissions process once Sam selected DSC. After services began, the QIDP convened a team meeting to review Sam's transition, assess his progress, and establish individualized goals for his participation in the day program. When Sam expressed interest in getting a job, the QIDP facilitated a meeting with Community Employment staff and supported his successful entry into the program. Later in the year, after Sam received a Home-Based Services award, his QIDP helped him and his family secure an employer, identify personal support workers, complete required onboarding paperwork, and ensure a smooth transition into HBS services.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that**

Narrative from the Program Application below.

17. List the eligibility criteria for this program.

Person must have a diagnosis of an intellectual or developmental disability as defined by the State of Illinois and be enrolled on the PUNS list.

18. How do you determine if a person meets criteria?

DSC's Admissions Committee determines if a person meets eligibility criteria and if the program is able to provide the needed/requested support. Eligibility is determined by psychological assessments that include IQ test scores, resulting in a full-scale IQ score of 70 or below or a documented developmental disability with deficits in three life skill areas. The person must be eligible and enrolled on the PUNS list.

19. How do eligible people learn about this program?

Referrals and inquiries are received from a variety of sources such as support group referrals, physician and interagency referrals, school inquiries, self and family referrals, and word of mouth. Along with these examples, people learn of the services through formal community events/groups such as the disABILITY Expo, the Champaign County Transition Planning Committee, as well as other mediums to include intake/admissions activities, DSC website, social media, brochures, and other informational materials. DSC welcomes and invites speaking engagements to classes, schools, groups, events, etc. to promote this program and DSC adult services offerings.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.

30 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.

90%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.

30 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.

75%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program. (20-word limit)

Since the program offers support in all aspects of a person's life, in many cases, support continues for their lifetime.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

275

Actual:

284

Notes:

Time between assessment/intake and starting services, please indicate the average number of days

Target:

30

Actual:

29

Notes:

Average of the 21 admissions throughout the fiscal year.

Length of Participant Engagement, please indicate the average number of days

Target:

0

Actual:

Notes:

This program offers support in all aspects of a person's life, in many cases, support continues for their lifetime.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

DSC connects with individuals through multiple outreach efforts, including resource fairs, transition planning events, and collaboration with community agencies. Eligibility criteria are generally straightforward; however, recent state-level challenges related to proof of diagnosis can delay the intake process while staff ensure individuals can be added to or remain on PUNS. Although the time from initial contact to admission to the program may vary, DSC works to move the process forward as efficiently as possible. Individuals seeking only service coordination services can typically begin within a few days, while start dates for other programs may depend on available capacity.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the "New Outcome Report" that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Service Coordination program outcomes demonstrate that DSC is effectively reaching individuals, connecting them with needed services, and supporting their active participation in service planning. Data from the POM and other assessment tools help teams better understand each person's preferences, priorities, and desired outcomes, while annual satisfaction survey results indicate that people and their families feel respected, view staff as friendly and helpful, have input in guiding services and supports, and would recommend DSC to others with similar support needs. As a long-standing program with a strong history of successful outcomes, Service Coordination remains focused on continuous improvement by strengthening individual involvement, enhancing communication among providers, community partners, and individuals, and refining processes to improve efficiency and consistency.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Looking ahead, the Service Coordination program will continue to focus on strengthening stability, independence, and community connection for the individuals and families we support. One key area is to increase proactive engagement around Medicaid eligibility and benefits maintenance. Families continue to face challenges when important Medicaid communications are not addressed promptly, which can lead to interruptions in services and benefits. Through increased education, earlier

intervention, and ongoing support around Medicaid processes, Service Coordination can help promote greater benefit stability and reduce avoidable service disruptions. A second priority is to support greater community inclusion and the development of natural supports. We would like to see more individuals build meaningful relationships and connections within their communities beyond paid services. Service Coordination will continue identifying community opportunities, strengthening family and community connections, and supporting individuals in pursuing interests that foster belonging, participation, and long-term support.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Service Coordination**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

People will actively participate in the development of their personal outcomes driving the content of the implementation strategies documented by assigned QIDP.

b. What was the target outcome?

90% of people

c. What was the actual outcome?

95% of people actively participated in the development of their personal outcomes.

d. What assessment tool did you use to measure this result?

Random sample of 15 individuals each quarter, reviewing outcome data, monthly notes, and implementation strategies.

e. Who completed the assessment tool?

Director of Case Management

f. How often and when did you collect the data?

End of each quarter.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The data reflects that most Individuals participate in shaping their plans and personal goals, and we continue to prioritize their voices in the planning process.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Although 95% of people participated in planning their goals, there is still an opportunity to strengthen individual choice. Some service plans continue to reflect guardian preferences more than the wants and needs identified by the individual. QIDPs will continue supporting participation and advocate for each person to have goals that reflect what matters to them.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Service Coordination**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

People will participate in POM (personal outcome measures) interviews.

b. What was the target outcome?

20 people

c. What was the actual outcome?

16 people

d. What assessment tool did you use to measure this result?

Personal Outcome Measure Assessment tool

e. Who completed the assessment tool?

The Personal Outcome Measures Team and the Director of Program Assurance.

f. How often and when did you collect the data?

Quarterly

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The POM Assessment has been a valuable tool for identifying individual preferences and personal goals while also supporting DSC's quality assurance efforts. Insights gained from the POM helped teams strengthen services and supports while assisting the agency in measuring quality across key areas.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Staffing patterns and competing priorities have affected the amount of time available to complete POM assessments. When members of the assessment team are on leave, transition to other positions, or leave the agency, it can be difficult to complete the number of assessments needed each quarter. DSC continues to identify opportunities to expand the assessment team and provide training so additional staff are prepared to complete POM assessments effectively.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Service Coordination**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Survey responses will indicate Service Coordination helps them access their desired supports.

b. What was the target outcome?

90% of respondents

c. What was the actual outcome?

88% said service coordination helps them and they get to make choices about their supports.

d. What assessment tool did you use to measure this result?

Annual Satisfaction Survey

e. Who completed the assessment tool?

Participant and/or guardian

f. How often and when did you collect the data?

Annually

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Feedback from the annual satisfaction survey shows that individuals and families feel respected, access the services they desire, and are generally satisfied with the services they receive. The survey was sent out electronically with a 26% return rate.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

DSC has streamlined its satisfaction survey process by incorporating program-specific questions into one comprehensive survey while continuing to refine the tool to capture meaningful feedback and identify future information needs. Due to electronic distribution limiting participation to only individuals with email access, DSC may explore additional methods to gather input from a broader range of people.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Annual Performance Outcome Report
Agency: **Developmental Services Center**
Program: **Workforce Development and Retention**
2026
Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The goal of this program is to strengthen direct care staff recruitment and retention and provide professional development opportunities, with programs through the National Alliance for Direct Support Professionals (NADSP) and other formal trainings.

2. In three sentences or fewer, please describe the program's activities.

Program activities focused on strengthening the direct support workforce through NADSP membership, professional development opportunities, and continued access to training resources that support skill-building and improved service quality. The program also supported recruitment and retention by providing bonuses for new employees who complete required training and retention bonuses to recognize the challenges of direct care work, reduce turnover, and help retain key staff.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

N/A – The Workforce Program does not deliver services in the same way as other DDB-funded programs; therefore, there is not a typical service delivery case to highlight.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**
17. List the eligibility criteria for this program.
As outlined under 'Scope of Services'.
18. How do you determine if a person meets criteria?
As outlined under 'Scope of Services'. There is a distinction between staff who have completed the required training and those who have not, which is maintained by the Director of Program Assurance and Human Resources.
19. How do eligible people learn about this program? N/A
20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need. N/A
21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe. N/A
22. Estimate the number of days from the date of completed assessment to the date of first engagement in services. N/A
23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.
N/A
24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program. (20-word limit) N/A

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

160

Actual:

274

Notes:

During the fiscal year, bonuses were distributed twice under a revised bonus structure, with a total of 274 bonuses awarded.

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

0

Actual:

0

Notes:

N/A

Length of Participant Engagement, please indicate the average number of days

=====

Target:

0

Actual:

0

Notes:

N/A

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

Staff reported that the workforce bonus and professional development opportunities help them feel recognized, valued, and appreciated by their employer. Although the agency still experiences turnover there are several staff who have been with the agency for many years. Recruitment and retention efforts remain especially important as Illinois continues to experience a shortage of Direct Support Professionals.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

The outcomes of the workforce program demonstrate that staff value the biannual bonus. New staff reported that the bonus helped influence their decision to join DSC. Staff attending NADSP trainings reported feeling more empowered and better prepared to support both coworkers and individuals served after learning and applying content from webinars, onsite trainings, and the National NADSP Conference. Overall, the workforce bonus helps supplement employees’ income, encourages professional development, and supports DSC’s efforts to recruit and retain staff.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Over the next two years, DSC will continue its efforts to reduce turnover and maintain a stable workforce. The Direct Support Professional workforce shortage remains a statewide challenge. Ongoing work at the state and federal levels seeks to professionalize these positions and increase wages for DSPs. The DSC Workforce Program provides an additional resource to strengthen recruitment and retention efforts.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**
Program: **Workforce Development and Retention**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____
1

a. In about one sentence, identify the intended outcome.

Training will be provided to support ongoing professional development.

b. What was the target outcome?

One annual training will be provided to support ongoing professional development, and two DSPs will attend the National DSP Conference.

c. What was the actual outcome?

Two direct support staff attended the National DSP Conference in Buffalo, NY and three staff attended NADSP Front Line Supervisor training. Ongoing opportunities for professional development are available to all staff annually through the NADSP membership website.

d. What assessment tool did you use to measure this result?

Documentation of trainings maintained in the training database

e. Who completed the assessment tool?

Training Coordinator and the Director of Program Assurance

f. How often and when did you collect the data?

After completion of the training

g. Please provide a brief story (if any) related to this outcome.

Staff who attended the NADSP conference reported that the experience was engaging and highly beneficial, particularly due to the opportunity to network with other Direct Support Professionals and participate in sessions focused on retention strategies, staff self-care, building a DSP-centered culture, emerging technology, and resources for I/DD provider agencies. In addition, NADSP Frontline Supervisor Training continues to provide managers and other staff in leadership roles with practical tools to strengthen supervision and better support direct care staff. DSC also offered training for all staff and Board members through CultureAlly, with a focus on understanding and supporting a multigenerational workforce.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

This outcome demonstrates the agency's commitment to staff development and its role in strengthening the workplace culture. When employees see that the agency is investing in their growth, they are more likely to feel valued and supported, which contributes to improved staff retention and enhances the delivery of person-centered supports for individuals receiving services.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

The positive outcomes associated with offering professional development opportunities demonstrate the value of these efforts, while also identifying room for improvement by encouraging more employees to participate in future professional development opportunities.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**
Program: **Workforce Development and Retention**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Bonuses will be scheduled to recognize completed employee training.

b. What was the target outcome?

25 new hires

c. What was the actual outcome?

27

d. What assessment tool did you use to measure this result?

Employee bonus distribution list

e. Who completed the assessment tool?

Human Resources

f. How often and when did you collect the data?

Biannually, in December and June.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Several new staff shared that learning of the incentive during the hiring process influenced their decision to accept employment. This demonstrates that the program supports recruitment efforts by helping DSC remain competitive in attracting staff.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Data for this outcome does not reflect a need for improvement at this time.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**
Program: **Workforce Development and Retention**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Quarterly retention bonuses will be scheduled for eligible employees.

b. What was the target outcome?

135 employees

c. What was the actual outcome?

A total of 247 employees received retention bonuses during the fiscal year; this number does not include new hires who also received bonuses, which are reported under Outcome #2.

d. What assessment tool did you use to measure this result?

Employee bonus distribution list

e. Who completed the assessment tool?

Human Resources

f. How often and when did you collect the data?

Semiannually in December and June

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Staff expressed appreciation for the bonus program. Many DSC employees have remained with the agency long term, despite ongoing turnover related to job changes, college graduation, and relocation outside the area.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

No areas for improvement were identified for this outcome at this time.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*



Mental Health Board Annual Performance Outcome Report

Agency: Developmental Services Center

Program: Family Development

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs and activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The Family Development Program (FD) aims to meet the developmental needs of young children with culturally responsive, innovative, evidence-based services that fill gaps left by insufficient state reimbursement.

2. In three sentences or fewer, please describe the program's activities.

Family Development offers free developmental screenings and connects families to community resources, including local school districts, Early Intervention/Child & Family Connections, the Champaign County Home Visiting Consortium, Head Start, and other appropriate services. The program also provides early intervention services, including developmental, occupational, physical, and speech therapies. In addition, Family Development offers developmental playgroups that help children and families build connections and receive support in a group setting while they wait for more individualized therapies.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

FD's developmental screening specialist completed a screening assessment for a child and referred the family to Early Intervention (EI) for a follow-up evaluation after delays were identified in several developmental areas. Following the EI evaluation, the child received developmental, occupational, physical and speech therapy for approximately one year before aging out of the EI program. When the child turned three, FD continued to provide therapeutic supports to help maintain progress and ensure continuity of care. An FD developmental therapist met with the family weekly to support the child's

ongoing development and help bridge the transition between home and preschool. By the start of preschool, the child had made progress toward developmental milestones in all identified areas of delay.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

17. List the eligibility criteria for this program.

The children/families who meet the following criteria are eligible for this program:

- are residents of Champaign County as shown by address
- have evidence of a need for service based on an assessment
- children, birth to age 5, with or at-risk for developmental disabilities or developmental delay

18. How do you determine if a person meets criteria?

To be eligible for state-funded services, children must be: 1) under three years of age; 2) have a 30% delay in one or more of the developmental areas; 3) and/or an identified qualifying disability. These same services and enhanced services for children up to age five are provided with CCMHB funds for children deemed at-risk but ineligible for state-funded services through the early intervention system.

19. How do eligible people learn about this program?

Families learn about FD program services through collaborations with local hospitals and health clinics, childcare centers, Crisis Nursery, local prevention initiative programs, and other agencies, as well as annual outreach events, such as, Read Across America, the Disability Expo, the Mommy Baby Expo, and the Homeschool Fair. Our developmental screener participates in quarterly screening events offered at Urbana Early Childhood in conjunction with the Champaign-Urbana Home-Visiting Consortium. Additionally, Child and Family Connections makes referrals to the FD therapists.

20. Estimate the number of days from the date a person is referred or seeks assistance to the date of completion of assessment for eligibility and need.

14 days

21. Estimate the percentage of people referred or seeking assistance for whom an assessment will be completed within the identified timeframe.

100%

22. Estimate the number of days from the date of completed assessment to the date of first engagement in services.

30 days

23. Estimate the percentage of eligible persons who will engage in services within the identified timeframe.

100%

24. Estimate the average length of participant engagement in services or supports. (Identify and use the unit most appropriate to this program. (20--word limit)

Participation varies; may be for a service such as a screening or ongoing until age five.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

Total Clients Served during the Program Year

Target:

655

Actual:

1174

Notes:

Time between assessment/intake and starting services, please indicate the average number of days

Target:

30

Actual:

10

Notes:

There are numerous factors that play into a child starting services. Longer wait times were primarily due to either family cancellations or lack of response from families when reaching out to initiate services. Some longer waits were due to benefit verification and initiating pre-authorizations for private insurance.

Length of Participant Engagement, please indicate the average number of days

Target:

0

Actual:

0

Notes:

Participation varies; may be for a one-time service such as a screening or ongoing until age six.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?
The Family Development (FD) program screened more than 200 children and opened services for 294 children this past year in some capacity. The data demonstrates that the program is reaching a significant number of children, maintaining broad eligibility access, and serving families across multiple communities, including rural areas.

RESULTS - please complete Questions 7 and 8 after you have completed the form for each specific Outcome included in the program application.
How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in your Program Outcome Reports. Consider what about your program is effective, how you can make improvements for each outcome (subsections h. and i. for the outcomes above), and, overall, how you can use your outcomes to tell a story about your program.

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

Family Development reaches a broad group of parents, families, and children who need early intervention services through both formal supports and informal community-based opportunities. Community events that incorporate screenings into natural play activities have been effective, group play opportunities in local settings have been well received, and individualized OT, PT, speech, and developmental therapy sessions remain a high priority for the program. Current outcomes and targets indicate that the program is exceeding projected service numbers and successfully reaching children in need throughout Champaign County. Collaboration across the community has also been instrumental in helping families access wraparound services, with Family Development working closely with partners such as the Champaign County Home Visiting Consortium, Salt & Light, CU Able, TAP, and Larkin's Place to connect young children and families with needed resources. Through screenings and referrals, the program continues to identify service gaps and strengthen partnerships that support advocacy, coordination, and improved access for children and families.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

Family Development continues to see a growing need for services across the state and a limited number of available providers to meet those needs in a timely manner. While statewide wait list numbers are not directly monitored by FD, DSC will continue collaborating with the local Child and Family Connections office and expand flexible options, such as live virtual visits, virtual initial evaluations, and virtual direct service sessions when requested by families to help children connect with services during this critical development period. Another way to provide families with helpful information is to equip them with a resource guide in order to support their child's development or seek alternative therapeutic options while they wait for direct service. Additionally, FD will continue to support families even after they transition out of EI to better prepare children for school and for families as they continue to navigate the needs of their child. This could also be achievable via a resource guide that includes information such as PUNS, DSC program opportunities, community resources, and early childhood contact information.

Mental Health Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Family Development**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Caregivers will feel more competent/comfortable in meeting/supporting/advocating for their child's needs.

b. What was the target outcome?

90% of caregivers

c. What was the actual outcome?

97%

d. What assessment tool did you use to measure this result?

Electronic Family Development Satisfaction Survey in English and Spanish

e. Who completed the assessment tool?

Parents/Guardians

f. How often and when did you collect the data?

Data was collected during 4th quarter. The survey was sent one time with an initial email request and a follow up reminder verbally from the service provider.

g. Please provide a brief story (if any) related to this outcome.

100% respondents stated they were involved in their child's goals, felt respected, and would recommend DSC FD services. 97% stated they felt better equipped to support and advocate for their child's needs.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Results from the satisfaction survey indicate that families feel supported, are learning new strategies to help their children make developmental progress, and want services to continue. This feedback helps the agency identify opportunities to strengthen service quality. Survey results will continue to inform program improvements and ensure services remain responsive to the needs of children and families.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This outcome received very positive responses, with most respondents reporting strong satisfaction with services and increased confidence in supporting their child's needs. However, it is unclear whether primary or preferred language may have been a barrier for some respondents. There may be an opportunity to strengthen the survey process by offering the survey in multiple languages to increase accessibility for individuals whose primary language is not English.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Mental Health Board
Performance Outcome Report: Programs/Outcomes

Agency: **Developmental Services Center**

Program: **Family Development**

2026

Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in your Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Children will make progress in goals identified on their Individualized Family Service Plan (IFSP).

b. What was the target outcome?

90%

c. What was the actual outcome?

90% of children made progress in goals identified on their IFSP.

d. What assessment tool did you use to measure this result?

Children are evaluated using appropriate standardized tests: Ages and Stages Questionnaire (ASQ), Battelle Developmental Inventory II, Rossetti Infant Toddler Language.

e. Who completed the assessment tool?

Therapists complete relevant assessments

f. How often and when did you collect the data?

IFSP progress is monitored quarterly.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The data from this outcome shows that children are making developmental progress while receiving early intervention services from the DSC Family Development team. This progress reflects the program's role in supporting early growth, strengthening family-centered intervention efforts, and helping children build skills that promote long-term success.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

While this outcome demonstrates a strong rate of success, the ongoing goal is for every child served to continue making meaningful progress toward their developmental milestones.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*



Developmental Disabilities Board Annual Performance Outcome Report

Agency: **Persons Assuming Control of Their Environment (PACE), Inc.**

Program: **Consumer Control in Personal Support**

2026

Submitted

Annual Performance Outcome Report

The purpose of this report is to capture an accurate picture of your program: what it intended to do, what it did do (outputs/activities), what effect or changes participants experienced (outcomes), how data were measured (numbers, narratives, etc.), and what it means.

Overview

What Your Program Does

This section asks for a big-picture view of what your program does, why, and how.

=====

1. In about one sentence, please describe the program's goals.

The goal is to recruit and support PSWs in meeting eligibility requirements so they can be added to the PSW registry and referred to consumers with I/DD and/or their families based on the consumer's preferences.

2. In three sentences or fewer, please describe the program's activities.

PACE staff attends community events to recruit Personal Support Workers (PSWs) and increase awareness of available services. They provide at least monthly PSW orientations and maintains a PSW registry for Champaign County consumers. The program also assists and supports PSW consumers in connecting with potential PSWs to meet their service needs.

3. In five sentences or fewer, please outline a **typical service delivery case** to illustrate the work of your program. This may be a "composite case" that combines information from multiple actual cases.

A typical service delivery begins when a prospective PSW is recruited through community outreach and enrolled in an orientation, which is usually completed within 1–2 weeks. PACE offers flexible orientation options, including one-on-one sessions, Zoom, small group, hybrid, and phone formats, and staff provide reminders and follow-up support to encourage participation and completion. After orientation, staff assist PSWs with submitting required paperwork through email, fax, or in-person drop-off, and conduct follow-up contacts to ensure all requirements are completed and key information is understood. Ongoing support is available through Zoom, email, phone, and in-person appointments to address questions and technology needs. Once the process is complete and background checks are completed, PSWs can be connected with consumers seeking support services.

Program Outputs: Eligibility, Outreach, & Timelines

How Your Program Works

This section is about who uses your program and what those services are. The goal is to understand who is accessing the program and the services you provide.

=====

4. In the **Program Plan Narrative (Questions 17-24)**, you identified eligibility criteria for the program's services, how those criteria are established, how the target population learns about the program, and expected timelines. **Please paste that Narrative from the Program Application below.**

- PSWs who would like to be added to the PSW registry
- Must meet eligibility criteria to be on the healthcare registry
 - Must be able to pass CANTS check annually and National and Illinois Sex Offender and Healthcare Registry checks
 - Must be seeking work in Champaign County
 - Must give complete and accurate information on the datasheet
 - Must keep contact information up-to-date

Consumers with I/DD can contact PACE to initiate PSW services. Consumers must complete the intake process by signing PACE's releases, acceptance of the PSW services, and PSW preferences. Consumers with I/DD will also be offered Independent Living (IL) goals.

5. Please fill in the fields below, which asks about your clients' use of services and your program's target utilization goals. You may also use the "Notes" field to offer a comment or explain the context surrounding your target or actual program utilization.

=====

Total Clients Served during the Program Year

=====

Target:

30

Actual:

24

Notes:

The number of successful PSWs added to the registry depends on completing orientation, passing background checks, and submitting the required paperwork.

Time between assessment/intake and starting services, please indicate the average number of days

=====

Target:

14

Actual:

21

Notes:

The completion timeline is affected by the timing of PACE's receipt of the CANTS background check.

Length of Participant Engagement, please indicate the average number of days

=====

Target:

60

Actual:

30

Notes:

Consumers continued engagement depends on the consumer's support in hiring a PSW.

6. Given the figures you reported above, how do you think your program's eligibility criteria, outreach, and/or additional demographic information provide insights into the target or actual utilization of your program?

The reported figures provide insight into both the target population and actual utilization of the program. The program is designed to serve two groups: (1) individuals seeking employment as Personal Support Workers (PSWs) and (2) consumers with intellectual and developmental disabilities (I/DD) who need support services.

For consumers, utilization begins when they contact PACE and complete the intake process, which includes signing required releases, accepting PSW services, identifying PSW preferences, and being offered Independent Living (IL) goals. This process helps ensure that consumers receive services tailored to their personal needs and preferences.

The program's outreach and community engagement efforts provide additional insight into utilization trends. PACE staff participated in community events and engaged with a variety of groups throughout Champaign County to recruit potential PSWs. These outreach activities have been effective in increasing awareness of the program and expanding the pool of available PSWs. By recruiting from diverse community groups, PACE is better able to identify PSWs with varying backgrounds, skills, and availability, increasing the likelihood of matching consumers with workers who align with their preferences and support needs.

Overall, the eligibility requirements, intake procedures, and community-based recruitment efforts demonstrate that the program is successfully targeting both qualified PSWs and consumers with I/DD, while supporting meaningful matches that promote consumer choice and access to services in Champaign County.

RESULTS - please complete Questions 7 and 8 after you have completed the Outcome Report form for each specific Outcome included in the program application.

How Your Program Affected Outcomes

The purpose of this section is to evaluate your program based on the outcomes described in the “New Outcome Report” that you completed for each Outcome in your Program Application.

Consider what about your program is effective, how you can make improvements for each outcome, and, overall, how you can use your outcomes to tell a story about your program.

=====

7. Using the outcomes that you are reporting on as evidence, what conclusions can you draw about your program? Think about what is effective and what improvements or changes could be made.

As demonstrated this past year, community outreach is a strength of the PSW program. We attend many resource fairs and community events where we promote the program and connect with diverse groups of people and network with other organizations. These have been great ways to find both new PSWs and consumers. We also find new PSWs through our monthly orientations. Often, people interested in our PA program learn what a PSW is for the first time through us, and some become PSWs too!

We do, however, find the method and amount of documentation required by CCDDb to be a challenge to our ability to have more meaningful and direct interaction with our PSWs and PSW consumers. Not only does PACE serve people with all disabilities (not only I/DD), but we also have disabilities ourselves. We would love to have a more accessible and user-friendly way to report on our program efficiently. As it is currently, the inputting and claiming alone is quite time-consuming for us, and we would love to have more of that time to spend with those we have the privilege to serve.

8. What results or outcomes would you like to see in the next two years that you are not currently seeing, and what changes to your program delivery, outreach, or other aspects would move you closer to that goal?

In the next two years, PACE would like to see an increase in collaboration with other organizations that serve consumers with I/DD. We want to establish recurring outreach events to connect with Community Choices, DSC, and Envision Unlimited. We aim to increase awareness of our PSW program in the local I/DD community and make it easy for people to access our services. We also are looking to strengthen our connection to those PSW consumers and PSWs we already serve through more efficient and accessible communication methods, including purchasing Constant Contact software. Through our work with the Family Resiliency Center, we will also be implementing a feedback survey to get an even better sense of how we can improve the PSW program going forward. These methods will help us better track the ongoing successes of the program, going beyond the initial hiring of PSWs by consumers with I/DD.

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes
Agency: **Persons Assuming Control of Their Environment (PACE), Inc.**
Program: **Consumer Control in Personal Support**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

1

a. In about one sentence, identify the intended outcome.

Number of Potential/actual Personal Support Workers (PSWs) who attended orientations and other CSEs-Reported Quarterly. By the end of

b. What was the target outcome?

By the end of FY26, the goal of 30 PSWs added to the registry.

c. What was the actual outcome?

In FY26, PACE successfully recruited and added twenty-four (24) new Personal Support Workers (PSWs) to the registry.

d. What assessment tool did you use to measure this result?

The assessment was completed by PACE staff by accessing the DCFS, the Illinois State Police, the Illinois Nurse Aide Registry, and the U.S. Department of Justice National Sex Offender Registry.

e. Who completed the assessment tool?

The assessment was completed by PACE staff by accessing the DCFS, the Illinois State Police, the Illinois Nurse Aide Registry, and the U.S. Department of Justice National Sex Offender Registry.

f. How often and when did you collect the data?

Background checks were completed for each potential PSW prior to being added to the PSW Registry.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

PACE's intended outcome was to increase the availability of qualified Personal Support Workers (PSWs) in Champaign County through monthly orientations and ongoing recruitment. In FY26, PACE recruited and added 24 new PSWs to the registry, with required background checks ensuring that eligible PSWs.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

In FY26, PACE conducted 39 PSW orientations and community engagement activities combined, demonstrating continued efforts to strengthen recruitment and outreach. However, there is still a need to expand recruitment strategies and improve connections between available PSWs and consumers who need services.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes
Agency: **Persons Assuming Control of Their Environment (PACE), Inc.**
Program: **Consumer Control in Personal Support**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

=====

Outcome # _____

2

a. In about one sentence, identify the intended outcome.

Number of community events that PACE attended/participated in and orientations held for program outreach. Reported Quarterly. FY26 goal of 20 events.

b. What was the target outcome?

FY26 goal of 20 events.

c. What was the actual outcome?

In FY26, PACE conducted 39 PSW orientations and community engagement activities combined, demonstrating continued efforts to strengthen recruitment and outreach.

d. What assessment tool did you use to measure this result?

Community event sign in sheets

e. Who completed the assessment tool?

Community members

f. How often and when did you collect the data?

Every community engagements.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

PACE intended to continue expand awareness of PSW opportunities and helped increase the pool of potential PSWs available to consumers. The results also identified an ongoing need to expand recruitment strategies and strengthen connections.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

In FY26, PACE conducted 39 PSW orientations and community engagement activities combined, demonstrating continued efforts to strengthen recruitment and outreach. However, there is still a need to expand recruitment strategies and improve connections between potential/available PSWs and consumers who need services.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes
Agency: **Persons Assuming Control of Their Environment (PACE), Inc.**
Program: **Consumer Control in Personal Support**
2026
Submitted

Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

3

a. In about one sentence, identify the intended outcome.

Number of PSWs hired—Each consumer will be reported on the CCDDDB website throughout FY26 and reported quarterly.

b. What was the target outcome?

FY26 goal of 9 consumers matched

c. What was the actual outcome?

PACE shared 23 sets of PSW referrals to consumers and 8 successful PSW matches during FY26

d. What assessment tool did you use to measure this result?

Consumer feedback.

e. Who completed the assessment tool?

PSW consumers.

f. How often and when did you collect the data?

Data was collected during consumer check-ins at least quarterly throughout the fiscal year.

g. Please provide a brief story (if any) related to this outcome.

A consumer with an ongoing need for a PSW continues to search for a suitable support worker through the PSW registry. The consumer continues to advocate for her needs by participating in the quarterly PSW advisories and providing feedback about barriers to finding a successful match. PACE continues to support her throughout the recruitment, interview, and hiring process.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Consumers taking a more active role in advocating for PSW preferences and service needs. PACE staff use this information to better understand consumer needs and support connections with available PSWs. This collaborative approach strengthens consumer choice and improves the process of connecting consumers with appropriate services.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

This outcome suggests that more in-depth support is needed while consumers are seeking, interviewing, and selecting a potential PSW. Continued support is also needed after the match to help strengthen the relationship and promote long-term success. PACE continues to offer quarterly PSW advisories to consumers and PSWs to evaluate practices, identify barriers to successful matches, and improve the recruitment, referral, and matching process.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

Developmental Disabilities Board
Performance Outcome Report: Programs/Outcomes
Agency: **Persons Assuming Control of Their Environment (PACE), Inc.**
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Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

4

a. In about one sentence, identify the intended outcome.

As a measure of impact, we will also show the number of people utilizing PACE's PSW referral service and the set of referrals shared with consumers.

b. What was the target outcome?

Information will be shared in the narrative in the quarterly report.

c. What was the actual outcome?

PACE shared 23 sets of referrals provided to 12 PSW consumers.

d. What assessment tool did you use to measure this result?

CILs First database quarterly report

e. Who completed the assessment tool?

PSW Coordinator and Specialist

f. How often and when did you collect the data?

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

The outcome encourages consumers taking a more active role in advocating for PSW preferences and service needs. During the connection process receives continuous feedback and uses this information to better understand consumer needs and support connections with available PSWs. This collaborative approach strengthens consumer choice and improves the process of connecting consumers with appropriate services.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

There is still a need to expand recruitment strategies and strengthen connections between available PSWs and consumers who need services. PACE continues to offer quarterly PSW advisories covering topics such as Meet & Greet and Effective Communication, winter food and clothing resources, interviewing techniques, and PACE and local resources. Continued feedback from consumers and PSWs helps PACE identify barriers to successful matches and improve the recruitment, referral, and matching process.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*

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Consumer Outcomes

How Your Program Works and Why it May Be Effective

This section is about how you measured the success of your program in terms of positive outcomes you identified in the Program Plan Narrative. These are different from outputs. It asks questions about what you intended to achieve this year in terms of changes (e.g., knowledge, attitudes, behaviors) experienced by people whom you served and how you measured your results. The goal is to understand your program's influence on participant's lives and identify places where you might grow or improve effectiveness.

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Outcome # _____

5

a. In about one sentence, identify the intended outcome.

A quarterly PSW advisory is held for consumers and PSWs for program feedback. The PACE Annual Satisfaction Survey will be sent to all open PACE consumers who are seeking PSWs.

b. What was the target outcome?

A quarterly PSW advisory and Annual Survey will be completed.

c. What was the actual outcome?

For FY26, the PSW program held quarterly advisories and the PACE Annual Satisfaction Survey was completed in August 2026.

d. What assessment tool did you use to measure this result?

PACE Annual Survey tool.

e. Who completed the assessment tool?

Annual Survey was sent to PSW intake consumers.

f. How often and when did you collect the data?

Quarterly and Annually.

g. Please provide a brief story (if any) related to this outcome.

h. In three sentences or fewer, what about this outcome (e.g. intended target, actual outcome, measurement) demonstrates the program's effects (e.g. changes in participant's, improvement of services)?

Gathering feedback from consumers in the PSW program demonstrates the program's effects by identifying their experiences, needs, and areas for improvement. This feedback helps PACE better understand barriers and opportunities to improve PSW services and support. Using consumer input allows PACE to make program improvements that are more responsive to the needs and preferences of consumers receiving services.

i. In three sentences or fewer, what about this outcome suggests room for improvement?

Continued opportunities for consumers to provide feedback for the PSW program will assist PACE improving services. PACE continues to offer quarterly PSW advisories such as to consumers and PSWs to evaluate practices, identify barriers to successful matches, and improve the recruitment, referral, and matching process.

NOTE: *If there additional program/outcomes to report on, please submit this form and open a new form.*
