

Example CIL Consumer Control Outcomes Management Worksheet

<p align="center"><i>Desired Outcomes of Our Hypothetical Program</i></p>	<p align="center"><i>Measurable Indicators for Each Desired Outcome</i></p>	<p align="center"><i>Source of Information Needed for Each Indicator</i></p>	<p align="center"><i>Method to Gather Each Piece of Needed Outcome Information</i></p>
<p>1. Consumer Direction is a Central Goal of the _____ CIL program.</p>	<p>1A) a goal of consumer direction is articulated at all levels and is understood by consumers and community partners</p>	<p>Policies and procedures describe how the organization will inform/educate Board and staff, people with disabilities and stakeholders</p>	<p>Review of documents including promotional and educational materials quarterly</p>
	<p>1B) Consumers, the disability community are invited to participate in goal setting, monitoring and performance improvement activities within the organization</p>	<p>Activities are scheduled on a regular basis for the staff and Board to engage with consumers / disability community to exchange issues and concerns</p>	<p>Calendar of activities, methods of soliciting input, sign-in sheets, and consumer direction is evidenced in work plan additions or amendments</p>
<p>2. The CIL uses management approaches in which service users and advocates have leadership roles</p>	<p>2A) managers and service leaders possess competencies that are consistent with consumer direction</p>	<p>Managers, staff and Board participate in trainings to enhance their skill and ability to involve consumers in the design and delivery of services</p>	<p>Peer reviews and assessments provided by consumers and the disability community will identify and recommend staff development</p>
	<p>2B) Less prescribed and an open-ended approach to how participation might take place, we can allow others to shape the experience and to make their own unique contributions</p>	<p>Managers and staff focus on empowerment and developing leadership in the disability community as central to their success</p>	<p>Consumers are expected to provide support as well as receive services and are leading advocacy and community organizing</p>
<p>3. The organization will establish an advisory board or task force that includes a substantial number of service users and other advocates who have <i>authentic power</i> to influence policy, service delivery, and evaluation of services.</p>	<p>3A) Consumers and advocates representing cross-disability experiences will meet on a regular basis to review DHHS quarterly reports and explore areas of improvement</p>	<p>Minutes and recommendations from the task force are presented to the Board by a consumer</p>	<p>Board minutes indicate the report/recommendations are received and any action resulting</p>

	3B) When users of service have an authentic role in directing the systems that affect their lives, it is much more likely that the focus will remain on what is in the best interest of all concerned	The agency work plan has <i>at least one advocacy goal identified by the community</i>	<i>The work plan contains a date when work on each objective is expected to begin and room to write the date when each objective is met</i>
4. Avoid Structures and Practices That Undermine Personal Power of Service Users And Make Efforts to Relieve People of Their Fears of Change, Uncertainty, and Reprisal	4A) Leaders will create continuing dialogues with users, staff, and other stakeholders to prevent the drift toward prescriptive practices common in service systems	CIL is a unique organization and tendencies to portray it as a “charity” or “service provider” interfere with the work of empowerment and community building	Peer reviews and assessments provided by consumers and the disability community will identify and recommend practices that promote personal power of staff and service users.
	4B) Service users report fears of retaliation for making complaints and advocates express concerns that they will experience a backlash from officials when they take a strong advocacy stand	Complaint policies focus on problem resolution and honor the consumer’s role in organizational improvement. Clear, emphatic policies prohibit reprisal and are enforced	Peer reviews and assessments provided by consumers and the disability community will evaluate the respect for consumer input and the commitment to IL philosophy
5. Foster Ties to and Cooperation with Independent External Advocates. <i>Keeping service users silent and isolated from independent advocacy is not consistent with providing consumer-directed services.</i>	5A) External advocates are a valuable resource and the CIL looks for opportunities to work together on IL issues.	The staff and board work with other consumer run peer support and advocacy groups and apply collaborative strategies whenever possible	Evidence of meetings and co-sponsored events
	5B) We welcome thoughtful dissidence as a natural part of expressing autonomy	Policies and practices encourage people to express disagreement, and interpret it as a sign that they do not feel threatened or intimidated by conflict with people in roles of authority.	Review policies and practices that include collaboration with external advocates