

Disability Partners - IDD System Redesign Coalition
Center for Developmental Disabilities Advocacy & Community Supports
Year 1: 7/1/2025 – 6/30/2026

Olmstead and Illinois I/DD Services: User Choice, Oversight, and Reforms

CDDACS Proposal

I. Objective 1: Assess Stakeholder Knowledge of Illinois I/DD Living Options

1. Overview & Rationale

To design an effective outreach and awareness campaign, we must first establish a clear baseline of how well individuals with I/DD, their families, and service providers understand the range of residential and day-program options available in Illinois.

2. Outcome

Complete in-person interviews and/or an online survey (n≈300) with key stakeholders—including service recipients, family members, guardians, case managers, and provider staff—to quantify awareness levels and identify specific knowledge gaps across:

- A. Community Day Services (CDS)
- B. Intermittent Community Integrated Living Arrangements (Intermittent CILAs)
- C. Community Integrated Living Arrangements (CILAs)
- D. Home-Based Services (HBS)
- E. Intermediate Care Facilities for Persons with Developmental Disabilities (ICF/DDs)
- F. Medically Complex for the Developmentally Disabled (MC/DDs)
- G. State-Operated Developmental Centers (SODCs)

3. Key Performance Indicators

- A. ≥80% survey completion rate
- B. Identification of high-priority misconceptions or information voids
- C. Disaggregated awareness scores by stakeholder group

4. Deliverable

A comprehensive Knowledge Assessment Report, including:

- 1) Executive Summary – high-level findings and strategic implications
- 2) Methodology Appendix – sampling frame, survey instrument, interview guide
- 3) Baseline Awareness Dashboard – visualizations of awareness metrics by option and audience
- 4) Gap Analysis – narrative and tabular summaries of top five knowledge deficits
- 5) Recommendations – targeted messaging priorities for each identified gap

II. Objective 2: Launch a Statewide Awareness Campaign for I/DD Living & Day-Program Options

1. Overview & Rationale

Building on our baseline assessment, we will deploy a multi-channel communications strategy to ensure that all stakeholders have clear and accessible information about available residential and day program services.

2. Outcome

Implement and evaluate a coordinated campaign leveraging:

- A. In-Person Outreach: Regional “Option Expo” events in five pilot counties
- B. Digital Channels: Email newsletters (bi-monthly), targeted social-media ads, and a mobile-responsive website hub
- C. Print Materials: Accessible brochure series, mailed to 2,000+ households and distributed at provider sites

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3. Key Performance Indicators

- A. 1,000+ unique visitors to the campaign website per month
- B. Reach of 5,000 households via print mailings
- C. 75% positive feedback rate from Expo attendees (post-event survey)

4. Deliverables

- A. Illinois I/DD Living Options Guide
 - 1) Print-ready and web-optimized PDF (A4/letter size)
 - 2) Sections for each residential model: description, capacity, eligibility criteria, typical cost ranges, pros/cons
 - 3) Glossary of key terms and a decision-tree graphic
- B. Dynamic Web Portal
 - 1) Content-management system with filtering by region, support need, and funding type
 - 2) Embedded “compare” tool for side-by-side option comparison
 - 3) Analytics dashboard tracking pageviews, time on page, and resource downloads
- C. Options Counseling Toolkit
 - 1) Easy-read decision aids (print and digital); iconography for low-literacy audiences
 - 2) Structured “Trial Visit” checklist for each setting
 - 3) Standardized counseling protocol and facilitator’s guide
- D. Communications Plan & Style Guide
 - 1) Messaging framework aligned with person-centered values
 - 2) Visual identity standards (logo usage, color palette, typography)
 - 3) Social-media content calendar and sample posts

III. Objective 3: Map and Analyze Current Regulatory Oversight Processes

1. Overview & Rationale

Effective regulatory oversight is essential to ensure safety, quality, and consistency across all I/DD residential and day-program settings. We will document existing workflows, identify redundancies or gaps, and propose streamlined oversight enhancements.

2. Outcome

Complete a stakeholder-engaged process analysis of the regulatory activities conducted by:

- A. Illinois Department of Human Services (Division of Developmental Disabilities, DDD)
- B. Bureau of Accreditation, Licensure & Certification (BALC)
- C. Bureau of Quality Management (BQM)
- D. Division of Rehabilitation Services (DRS)
- E. Healthcare and Family Services (HFS)
- F. Illinois Department of Public Health (IDPH)

3. Key Performance Indicators

- A. Four agency workshops conducted (one per agency) with ≥10 participants each
- B. Detailed workflow maps for each regulatory function (licensing, inspection, complaint resolution)
- C. Identification of at least three cross-agency coordination opportunities

4. Deliverables

- A. Regulatory Blueprint
 - 1) High-resolution flowcharts for each agency’s core processes
 - 2) Swimlane diagrams showing agency handoffs and data-sharing points
- B. Stakeholder Analysis Report

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- 1) Roles, responsibilities, and decision-authority matrix
- 2) Summary of pain points and bottlenecks from workshop feedback
- C. Data Source Inventory
 - 1) Catalog of existing databases, reporting systems, and performance metrics used by each agency
- D. Preliminary Recommendations
 - 1) Options for consolidating overlapping processes
 - 2) Proposals for improved inter-agency data exchange (e.g., shared case-management dashboard)