



Program Evaluation Report

Community Integration Training V (CIT V)

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Community Integration Training V (CIT V) Program Evaluation
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Fiscal Year 2007-2008

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I. Introduction

Community Interface Services is a private non-profit agency providing services to people with developmental disabilities throughout San Diego County. All services are based upon the premise that persons with developmental disabilities are in the best position to describe their own capabilities and needs, and to determine the appropriate framework of their individual support networks. In order to achieve optimum independence in the community, individuals must have control over their lives and make informed choices about the services they receive.

Community Interface's Community Integration Training V (CIT V) offers a five hour per day community-based Adult Development Center service in North San Diego County for adults who have developmental disabilities. CIT V provides participants with a day program of integrated community activities which includes paid and volunteer work experiences. The program is appropriate for individuals who want paid work as well as those who may have health, stamina, or behavioral limitations, or who have chosen retirement from paid employment but still have an interest in active community involvement. Small heterogeneous groups of individuals participate in age-appropriate training curricula which emphasize functional skills and stress community integration, vocational development, self-advocacy, and self-reliance in the community. CIT V is a flexible day program that develops unique participation strategies to meet individual needs.

A service description was last written for this program in June 2003 and was submitted to San Diego Regional Center at that time.

II. Evaluation Design

The purpose of this evaluation is to assist Community Interface Services in determining program effectiveness in relation to program design. Progress toward anticipated outcomes as stated in the program design is measured. Information gathered is used to continually improve services.

Data is collected regarding the numbers of persons served during the Fiscal Year (FY), including the number of consumers who attended program part-time, the amount of time each consumer spent in the community, and the sites where consumers received services. Data is taken from individual consumer semi-annual reports (SAR) which identify outcomes for each objective in the Individual Service Plan (ISP) to determine the number of ISP objectives met during the FY. Typical objective areas are summarized, along with tasks that participants were working on at work sites. Barriers to meeting objectives and the ways the barriers were addressed are identified. The ways that each program participant demonstrated the ability to apply self advocacy skills to the development or communication of his/her ISP are reviewed. Reasons that persons have exited services are collected and summarized. Data from stakeholder satisfaction surveys is also gathered on an annual basis. The data is then aggregated, analyzed, and reviewed by program administrators and staff members in order to develop appropriate program improvement strategies.

CIT V program evaluation information is distributed to the San Diego Regional Center, the Department of Developmental Services, and to the Community Interface Services Board of Directors, Supervisors, Directors, line staff, and the agency=s Advisory & Safety Committee. While the program evaluation process is a continual one, program evaluation reports are generated on an annual basis at the close of the FY.

III. Program Objectives/Anticipated Consumer Outcomes and Results

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Program objectives are developed based on anticipated consumer outcomes and results, and are identified in the program design as follows:

Objective #1: Each program participant will demonstrate, to the extent that he or she may be able, the ability to apply self-advocacy skills to the development or communication of his/her Individual Support Plan (ISP) as documented on Community Interface=s person-centered planning tools.

Objective #2: On an annual basis, consumers will demonstrate program related progress by meeting 80% of the objectives identified on ISPs, as measured by aggregate data from semi-annual reports.

Objective Outcomes

Objective #1: To the extent able, consumers apply self-advocacy skills to the development or communication of his/her ISP:	
# of consumers enrolled during FY 2007-2008	43
% of consumers who applied self-advocacy skills to the development or communication of his/her ISP	100%
Objective #2: Consumers demonstrating progress by meeting objectives identified on ISPs:	
# of individuals with ISP objective data available	33*
% of the objectives identified on the ISP that were met	74%

*These numbers reflect the fact that some consumers had ISP periods which did not end during the report period due to recent enrollment, or premature exit from services.

Objective #1 was met as every consumer actively participates in the development and/or communication of his/her ISP with assistance from staff as requested/needed. Consumers also advocate for themselves by completing satisfaction questionnaires and by taking part in the Advisory & Safety Committee. During this fiscal year, 65 consumers of Community Interface Services participated in the Advisory & Safety Committee.

Objective #2 was not met this FY as less than 80% of program participant's identified ISP objectives were met. Specific staff training was implemented during this FY that heightened

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awareness on how to write, track, and measure objectives appropriately, as well as on teaching techniques and ways to overcome barriers. As a result, staff worked closely with program participants, supervisors and family members to improve the objective writing process. With the heightened awareness, the short term result was fewer objectives were met but the long term goal is higher quality of objectives, teaching techniques, and tracking systems. It is expected that with the additional ongoing training in place, future objectives in this area will be met.

Staff looked closely at objective areas to ensure that they were appropriate to each person served. Typical objective areas included participation in activities, communication, community safety, money management, social skills, mobility training, making choices, self-advocacy, personal care, exercise, nutrition, completing tasks, anxiety reduction, and employment training.

Objectives were revised to specifically address what was being worked on and teaching techniques were refined. Barriers encountered that were specific to individual consumers included physical/cognitive limitations, lack of motivation, losing focus, indecisiveness, frustration/agitation, shyness, tendency to wander off, difficulty with change in routine, communication difficulties, and memory loss. Barriers were addressed individually through the support provided to consumers. Creative techniques were implemented and staff collaborated with all members of the planning team to overcome the barriers.

CIT V is a five hour per day, five day per week community-based program. Therefore, individuals spend 25 hours per week in the community. Only one consumer attended CIT V part-time during the FY.


Community-based service delivery sites included: American Legion, Dixon Lake, Escondido Salvation Army, Kit Carson Park, Knights of Columbus, Mira Costa College, and Palomar Continuing Care.

Participants program tasks included: attendance taking, document shredding, interacting with and assisting the elderly, raking, sweeping, watering, taking out the trash, and delivering mail.

Community Interface maintains data on consumers who left services during the FY and uses information gathered to continually improve services. The following data was collected on the nine people who exited during the fiscal year:

- ☐ One consumer transitioned to a more independent or non-SDRC funded program.
- ☐ Three consumers transitioned from CIT V to lateral programs.
- ☐ Two consumers transitioned from CIT V to more intense programs.
- ☐ One consumer exited because of personal, family issues.

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 Two consumers passed away.

IV. Satisfaction Survey Results

Community Interface Services gathers feedback from consumers and other customers continuously throughout the year. Around the time of annual and semi-annual planning team meetings, consumers are asked to fill out a questionnaire. Other customers, including service coordinators, family members, employers, and other service providers, receive a Customer Satisfaction Survey distributed at planning team meetings and annually in Community Interface's newsletter.

Gathering feedback continuously results in a large amount of input coming in throughout the year and allows for quick responses to consumer and customer needs. All questionnaires and surveys are reviewed by the administrative team to determine the appropriate response and any action required. Satisfaction information is collected for the CIT programs without distinction between V and VI, so the following numbers are inclusive of both services.

Of the 57 vocational consumers that completed questionnaires:

- ☐ 100% said they like participating in their day program.
- ☐ 98% said they are developing the skills they want to learn.
- ☐ 98% said they are in the community as much as they would like.
- ☐ 95% said they are learning to advocate for themselves and make their own decisions.
- ☐ 98% said they can access their day programs, meetings, and work sites.
- ☐ 98% said they have adequate transportation to and from day program.
- ☐ 100% said they like the staff they work with at day program.

Overall, the responses to all questions were very positive and issues were addressed on an individual basis. The majority of the consumers who responded seemed very pleased with their staff and the skills they were learning. Comments from individual satisfaction questionnaires included:

"I have nice people to work with."

"I speak up for things I like to do."

"They encourage me to meet my goals."

“I’m learning new tasks all the time.”

“I’m always asked what I want to do.”

“I like my program. I have fun at program.”

“I am learning to communicate with my Dynavox.”

“I talk with my RC to make changes that I want.”






“I ask for what I want and make my own choices.”

“I like all the staff that work with me.”

“There is nothing I would like to change about my day program.”

“I like helping and volunteering with friends.”

Seventy-one ACustomer Satisfaction Surveys@ were completed by Community Interface=s other customers in regard to all services provided by Community Interface, yielding the following results:

-  98% said they felt that Community Interface=s consumers are satisfied with their supports and services.
-  94% said they felt that Community Interface provides quality supported employment and/or day programs.
-  97% said they have had positive interactions with Community Interface=s supervisory and administrative staff.
-  99% said that overall they felt Community Interface=s direct service staff do a good job of providing supports and service.
-  95% said that Community Interface=s programs, meetings, offices, etc. are accessible.

As with the responses to the consumer questionnaires, the responses overall from community stakeholders were very positive and specific comments are included below. Program supervisors

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responded directly to stakeholders with concerns to resolve situations.

In response to whether or not customers feel that CIS consumers are satisfied with their supports and services:

"...our daughter is doing great under their care."

"I know that our son is. He loves his Resource Counselor and the work group he is in."

"Yes, Michael's needs are always met."

"Very much so. I am very happy with this program."

"Yes, Austin has full confidence in the agency."

"Yes, because everyone really works as a team."

"Yes, good people-centered planning. Consumers like their support staff."

"Yes, CIS does a fabulous job and seems to be very involved/hands on with my sister."

"Yes. My sons continue to grow in all aspects of their lives with CIS."

In response to whether or not customers have had positive interactions with CIS supervisory and administrative staff:

"Yes, very positive on all levels."

"Excellent-always a prompt response and follow through."

"Yes, we like everyone that is involved with my daughter's services, especially her job coach."

"Yes, they have been great to work with."

"Yes, caring and 'on top of it' staff."

"Yes, we have seen nothing but the best."

In response to whether or not customers feel that CIS staff members do a good job of providing

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supports and services to consumers:

“Yes, conscientious and informative.”

“Yes, they all listen to Michael and his family. They come up with solutions.”

“Yes, support, advice and encouragement.”

“Yes-good communication and follow through overall.”

“Without a doubt. Diane is so good at making my son feel confident and safe.”

“Yes, they always follow through with what they say they are going to do.”

“Yes, they get all the people involved.”

“Yes. The activities and/or paid jobs are appropriate and interesting. Ali feels like a contributing member of the greater community.”

In response to whether or not CIS services, meetings, offices, etc., are accessible:

“Yes, they make an effort to accommodate our schedule.”

“Yes, they give advanced notice and a phone call which helps remind me.”

“Yes, at my home or the office-my choice.”

“The meetings, services are always made to be convenient for us.”

“Yes, and I really appreciate that I am always included as part of the team.”

“Always available when I need to discuss issues that arise.”

“Yes, we love the convenience of coming to our house for meetings.”

V. Summary and Recommendations

The results of this Program Evaluation indicate that Community Integration Training V continues to provide quality services to its participants. Consumers have many opportunities to

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provide input into their services through personal futures planning, participating in the Advisory & Safety Committee, and completing questionnaires. Program participants have been successful in meeting ISP objectives and acquiring new skills. Participants in Community Interface=s vocational programs indicated a high degree of satisfaction with their services, as did family members, employers, other service providers, and San Diego Regional Center staff members.

CIT V will continue to provide high-quality, individualized services with a focus on community-based training and functional, meaningful activity development. Community Interface Services will continue helping consumers attain their goals while striving to achieve the highest degree of customer satisfaction.