



Program Evaluation Report

Independent Living (IL)

July 1, 2007 - June 30, 2008
Submitted September 30, 2008

INDEPENDENT LIVING

SERVICE 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 "Independent Living Services" (ILS) are designed to provide support and training for adults who have developmental disabilities and wish to live independently in the community.

ILS include training and support for individuals who: (1) live in the family home or a facility and are preparing to move into an independent setting; or (2) live independently and demonstrate a need for, or request, independent living services/support in order to maintain independent community living arrangements. Supports provided generally range from 2 to 59 hours a month. A Program Design was last written for this program in September 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 meeting objectives stated in the

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program design is measured to determine whether objectives have been met. Information gathered is used to continually improve services.

Data is taken from individual consumer Semi-Annual Reports (SAR) which identify outcomes for each objective in the Individual Support Plan (ISP), Community Interface Services' plan developed from the consumer's IPP with Regional Center. Typical areas of support are identified. The number of persons served in ILS is compared to the number who maintained independent living situations during the year. Data is gathered regarding the number of consumers able to apply self-advocacy skills to the development or communication of ISP objectives. 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.

ILS 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, coordinators, 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 fiscal year.

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III. Program Goals/Anticipated Consumer Outcomes and Results

The primary goal of ILS is to provide community based support which emphasizes improvement in the quality of life through maximizing independence, community inclusion, and personal growth. Anticipated consumer outcomes as stated in the ILS program design are as follows:

Objective #1: On an annual basis, consumers will demonstrate program related progress by meeting 80% of the objectives identified on ISP, as measured by aggregate data from SAR.

Objective #2: On an annual basis, at least 80% of consumers will demonstrate success in independent living as measured by the maintenance of an independent living arrangement in the community.

Objective #3: On an annual basis, all consumers will demonstrate, to the extent s/he may be able, the ability to apply self-advocacy skills to the development or communication of his/her ISP as documented on the person-centered planning section of the ISP.

Objective Outcomes

Objective #1: Aggregate data on ISP objectives:	
# of consumers with ISP data available	159
% of objectives met (as identified on the ISP)	90% (Objective Met)
Objective #2: Consumers maintaining independent living situations:	
# of consumers enrolled during FY 2007 - 2008	219
% of consumers still maintaining an independent living situation	98% (Objective Met)
Objective #3: Consumers applying self-advocacy skills to the development or communication of their ISPs:	
# of consumers enrolled during FY 2007 - 2008	219
% of consumers applying self-advocacy skills to the development or communication of their ISPs	100% (Objective Met)

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Through person-centered planning and the planning team process, consumers chose the support (objective) areas they wished to focus on. Objectives for consumers were reviewed at least every

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A wide range of supports relating to individual needs were provided to consumers. Typical support areas included: meal planning/meal preparation, household management, shopping, mobility training, accessing community resources, problem solving, self-advocacy, relationships/natural supports, safety (in home and community), money management/budgeting, health/hygiene, accessing recreation/leisure, accessing medical/dental services, sex education, time management/scheduling appointments, communication, social skill training, and parenting.

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Community Interface Services gathers feedback from consumers and other customers continuously throughout the year. At 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” included in the *Community Focus* newsletter and/or distributed at planning team meetings.

By gathering feedback continuously throughout the year, Community Interface receives a great amount of input and is able to respond quickly to consumer and customer needs. All questionnaires and surveys are reviewed by the administrative team to determine appropriate responses and any actions required. Sixty-five consumers participated in the Advisory & Safety Committee throughout the fiscal year which provides an opportunity for input into various aspects of the agency and service design implementation.

Of the 103 Independent Living consumers that completed questionnaires:

- 99% said they are happy with the community living services they are receiving.
- 97% said they are developing the skills they want to learn.
- 99% said they are learning to advocate for themselves and make their own decisions.
- 94% said they can access their social activities and meetings.
- 99% said they like their Community Interface support team.

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

“I get the help I need.”

“RC helps with all my needs.”

“I always make my own decisions.”

“I tell people when I need something.”

“I am making good decisions and it is helping.”

“Yes, encouraged to follow through.”

“I will speak my mind.”

“I like having my own place and choosing my own friends.”

"I get to be myself, even if it means trouble."

"Being able to do what I want to do."

"You can live on your own and get help."

"I like the freedom."

"I like setting my own rules."

Seventy-one _Customer Satisfaction Surveys_ were completed by Community Interface's other customers, yielding the following results:

- 98% said they felt that Community Interface's consumers are satisfied with their supports and services.
- 100% said they felt that Community Interface provides quality independent/supported living 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.

With the responses to the consumer questionnaires, the responses overall from community stakeholders were very positive, specific comments are included below. Program supervisors responded directly to stakeholders with concerns to resolve situations.

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

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

"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."

"Absolutely. My sister would not have been able to live independently otherwise."

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

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

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“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.”

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, they have been great to work with.”

“I feel Michael’s supervisors want to help Michael live as he chooses. They work hard at that.”

“Yes, caring and ‘on top of it’ staff.”

“Yes, we have seen nothing but the best.”

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

response to whether CIS services, meetings, offices, etc., are accessible:

“They are always extremely accommodating.”

“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.”

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“Yes, and I really appreciate that I am always included as part of the planning 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

Outcome data collected throughout the year indicates that a high quality of support is being provided to the individuals receiving ILS. The program evaluation report for the FY 2007 - 2008 reveals high satisfaction and effectiveness of services. Another indicator of quality services was the receipt of 47 new referrals for ILS during this report period.

Feedback throughout the year guides changes in staff training and service improvement efforts. During this last FY, ILS staff members were trained to provide Supported Employment Services (SES) in addition to ILS so that, when appropriate and desired, a consumer receiving both ILS and SES from Community Interface could be supported by the same staff person at home and at work. This cross training between programs enables Community Interface staff to efficiently provide services to consumers. Community Interface Services will continue to provide high-quality, community-based, individualized ILS supports. To this end, the agency will help consumers attain goals by maximizing their independence, community inclusion, and personal growth.

As housing and rental costs continue to rise county-wide, Community Interface consumers continue to find affordable housing a challenge. Staff members continue to assist consumers in finding resources to help bring down some of the costs associated with living independently (i.e., SDG&E reduced rates, phone reduced rates, WIC, Section 8, clipping coupons, etc.). Staff members will continue to collaborate on resources that help our consumers lead productive lives while living independently.