



PROGRAM EVALUATION REPORT
Supported Living (per Title 17, Section 56800)

I. Identifying Information

Agency Name: Community Interface Services
Vendor Number: H39475
Submitted: September 13, 2017

Program Name: Supported Living (SL)
Report Period: July 1, 2016 – June 30, 2017
By: Autumn Ortiz, SL Supervisor

II. Aggregate Data on Clients Served

Number of Persons Served	46 Served Total 34 in Supported Living Arrangements, 12 in Assessments/Plan Development/Procurement
Needs Encountered	Individual needs encountered during the report period were as varied as the individuals served. Many needs fell into the following service categories: <ul style="list-style-type: none"> -Household/Domestic -Financial -Health and Safety -Mobility/Access -Communication -Social/Emotional/Sensory -Personal Care -Community Involvement -Household Maintenance -Shopping -Health/Exercise -Meal Preparation -Service Animal/Pet Care -Medication -Problem Solving -Needs Re-assessment -Support Structure Modification -Accessing Generic Resources -Bed Bug Mitigation -Overnight Supports

<p>Decreases in Paid Supports and Increases in Natural Supports/Self-Reliance</p>	<p>Clients receiving supported living services need varying levels of assistance to achieve their goals. Community Interface supports each client based on his or her individual needs, and emphasizes the importance of decreasing paid supports and increasing natural supports/self reliance as they reach those goals. Each client’s success is evidenced in different ways and the following highlights are just some of the many examples during the year where clients demonstrated self reliance:</p> <ul style="list-style-type: none"> -During Sherman’s transition to CIS as his SL agency, he was supported to rid his apartment of bed bugs, thoroughly organize and clean his apartment, and choose new furniture to purchase for his home. Sherman is thriving in his new living environment with CIS by maintaining his apartment, caring for his cats and exploring new activities in San Diego. -With support from family and CIS, Stephanie achieved her long-time dream to see the Grand Canyon. She enjoyed the beautiful scenery, had the opportunity to see the Hoover Dam and spent a few days in Las Vegas. -With staff support and encouragement, Travis finally created something he has been talking about for years - his own YouTube channel highlighting his accomplishments, providing tips and reviews on video games. -Becky has been supported to access many more events in her community and with her friends than she has previously be able to do. She went to the Del Mar Fair twice this year and attended a Leann Rimes concert with support from staff and the horse races with friends from her church. -With a new support team this year, Heather has been making incredible strides in her personal goals and her self-confidence is soaring. She has accomplished a long-time goal of maintaining a healthier lifestyle by going to the gym, preparing fresh, healthy meals and losing weight. She says she is proud of herself! She is also taking a trip independently to visit family in Colorado. Because of her increased confidence, she is feeling secure in her abilities to fly and travel on her own. -Duain has been attending a music therapy class on a weekly basis which has helped him to regulate his mood and increase his communication skills. His SL staff support him to be able to attend the classes, but Duain has independently been participating with the music therapy teacher. He clearly enjoys this activity and his team has noticed many positive changes. -Leslie and his team agreed to add Saturday supports to his schedule which seems to have helped him to be calmer than he was in the past. He’s able to work through basic problems independently, and he has been accessing more social resources of his choice. He also started a new garden and grew potatoes, herbs and tomatoes. Leslie has also shown a recent interest in
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	<p>wood working projects and has begun learning basic craftsmanship skills so he can create projects or find a job utilizing these new skills.</p> <p>-Mike and Angie, with support from their SL roommate, have been able to attend their annual ski trip with Sports for Exceptional Athletes in Big Bear. They have also taken a few trips to Disneyland together. Angie also attended a camp in Ramona. Angie has also maintained her employment at a local elementary school.</p> <p>-Cami's new roommate has supported her to become so much more independent than she has been in the past. She now takes para-transportation independently to and from her day program each day. She chooses to stay at her condo some weekends instead of always going to her parents' home. She has made a dramatic shift in maximizing her independence and identifying her personal goals and interests.</p> <p>-Austin reached his 5-year anniversary at work with Goodwill and has maintained his status as assistant truck driver. SLS allows him to maintain this employment by supporting him to attend and be on time to work each day.</p> <p>-Dominick found a new job in February and has been successful in keeping it. With the support of his SLS and Tailored Day Services support teams, he arrived to work each day on time, well-groomed and learned his tasks quickly. Soon he no longer needed on the job support; he has been able to maintain his employment, and has quickly developed money management skills with supports from his SL team and skills he has learned on the job. Dom seems very proud of himself and his successes. He also assisted the CIS SL admin team to present at a SDRC Supported Living Orientation in June.</p>
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III. Support Configurations

CIS provided a variety of SL services to a total of 46 people during the fiscal year as follows:

- 34 people were supported to live in their own homes
 - 25 lived with a staff roommate
 - 2 lived with a spouse/significant other and staff roommate
 - 7 lived with support from rotating staff
- 4 people received assessment/plan development services and are set to start with supported living situations in the community with CIS support
- 6 people completed their assessments and are in the plan development process
- 2 people completed both the assessment and plan development phase but chose not to pursue SL at this time. (One person needed more supports than SL could provide and the other one had just moved out of a Skilled Nursing Facility and determined she didn't require as high a level of support as SL provides.)

Often, the purpose of the assessment/plan development is to assist the team in identifying what supports might be needed for a person and what staffing configurations would best meet the person's needs and supported living services do not necessarily start at the completion of the assessment/plan development but might be a future option.

IV. Aggregate Data of Staff Qualifications and Training

Applicants for employment with Community Interface Services are screened through a rigorous process including staff member interviews, client interviews, site visits, and reference verifications. All job offers are contingent on the employee passing the agency's screenings. All Supported Living positions require the following minimum staff member qualifications, skills, or education, to ensure that direct service personnel provide the highest quality support possible to clients in the Supported Living program:

- The skill, training, or education to do the following:
 - establish and maintain constructive and appropriate relationships with clients
 - minimize risks of endangerment to the health, safety, and well-being of clients
 - complete certification in first aid and cardiopulmonary resuscitation and operate 24-hour emergency assistance system, as appropriate to the need with respect to any specific client (after appropriate training)
 - achieve the intended results of the service being performed
- Current and valid licenses, certificates, or registrations legally required to provide service
- Demonstrated dependability and personal integrity, as verified by employment and character references
- Valid California driver's license, motor vehicle insurance, a safe driving record, and a vehicle in safe working condition if driving for work
- Confirmation of a passing TB test and drug screening
- Fingerprint clearance(s) through the Department of Justice (and Federal Bureau of Investigation if appropriate) and clearance through the Office of Inspector General, the Medicaid Excluded Providers list, and the National Sex Offender Public Website
- Willingness to adhere to and support Community Interface Services philosophical orientation regarding service delivery

Community Interface provides high-quality training to all staff providing Supported Living Services. Trainers include clients, supervisors, and coworkers. New employee orientation training topics include an overview of Community Interface Service's mission, policies, practices, and philosophy as well as Positive Behavioral Intervention techniques and CPR/First Aid certification. Post orientation classes involve training on curriculum development, paperwork, and customer service. Ongoing staff training topics include procedures and practices used by the agency to enable clients to meet IPP/Supported Living plan objectives, service delivery issues, challenges and successes, and methods to deal with these issues. Training takes place in the form of ongoing one-on-one staffings, monthly unit trainings, and agency wide in-services.

Supported Living services at Community Interface are provided through the Supported Living unit, with a supervisor and coordinators working directly with Supported Living clients and supervising the direct service staff. Supervisors and coordinators are required, at a minimum, to

have three years of experience in a human services delivery system, including at least one year in a comparable program or a bachelor's degree in a human services related field; the demonstrated ability to provide staff member training, supervision, and planning; the ability to effectively communicate with adults having developmental disabilities; strong communication and organizational skills; and the ability to function effectively in pressure/crisis situations.

	Average Years Education	Average Years Experience
Directors/Supervisors/Coordinators	15.2	9.68
Direct Service Staff	14.16	4.68

V. Review of Effectiveness in Relation to Program Design/Progress in Relation to IPP

Program Outcomes Objectives (from Program Design) Review

Outcome Objective	Review
1. Each participant will meet at least two measurable community living skills objectives as identified in the Individual Support Plan (ISP).	100% of the individuals that had ISP periods ending during the reporting period met at least two objectives. Objective met.
2. On an annual basis, at least 80% of clients will demonstrate success as measured by the maintenance of a community living arrangement.	Community Interface Services provided Supported Living services to 46 clients during this fiscal year. Of the 46, 12 clients received only assessment/plan development Supported Living services. Of the remaining 34 clients served, 34 (100%) maintained Supported Living situations in the community with Community Interface support. One of the 34 maintained his living situation until he passed away in October of 2016. Objective met.

VI. Grievances/Special Incidents

Grievances Filed	Special Incident Reports Filed
0	18

The majority of Special Incident Reports were behavioral in nature. Individual and/or agency-wide follow-up was provided after each incident as needed. Specific behavioral plans are regularly reviewed and updated, and individual people's environments and personal stressors were assessed and reviewed with support team members. Additional training was provided to all staff members regarding positive behavioral interventions and supports.

VII. Results of Satisfaction Surveys

Community Interface Services gathers feedback from clients and other customers continuously throughout the year. At the time of annual and semi-annual planning team meetings, clients and other customers, including family members, employers, and other service providers, are asked to fill out a questionnaire. The surveys are also available on the agency website. By gathering feedback continuously throughout the year, Community Interface receives a great amount of input and is able to respond quickly to needs. All responses are reviewed by the administrative team to determine appropriate responses and any actions required.

Of the 23 Supported Living clients that completed surveys during the fiscal year:

- 100 % said they are happy with the services they are receiving
- 100 % said they are developing the skills they want to learn
- 100 % said they are learning to advocate for themselves and make decisions
- 100 % said they are happy with the CIS staff that works with them
- 86 % noted there was nothing they would like to change about their services (Of the 14% who would like to see something changes, one person would like to have a pool party, one person expressed they would like to have consistent support team members and one person indicated that his staff member's vehicle was too small. All of these changes will be explored further and plans for improvement made as appropriate.)
- 100% indicated happiness with their home's location, decoration, appearance, cleanliness
- 96% said they could access social activities, vacations, meetings and appointments
- 91% said their support staff helped them to be as involved in their community as they would like to be

Some of the comments were:

“You guys are awesome.”

“I am extremely happy; I am learning about self advocacy.”

“The staff is nice, kind and friendly.”

“I spend my time hiking and exercising!”

“I have my own farm and I can be independent.”

Customer Satisfaction Surveys were completed by 105 of Community Interface's agency-wide stakeholders, yielding the following results:

- 100% felt Community Interface's clients are satisfied with supports/services.
- 100% felt that CIS provides quality SL services
- 99% have had positive interactions with Community Interface's supervisory and administrative staff
- 100% overall felt Community Interface's direct service staff do a good job of providing supports and service
- 98% indicated that Community Interface's services, meetings, offices etc. were accessible to customers and clients
- 90% noted there was nothing they would like to see changed about services. (For those noted they would like to see some changes in services, the areas related to the location of the CIS office, the type of training provided to staff, the amount of input families had into day to day scheduling and an increased focus on social activities. These areas will be explored as related to SL)

Some of the comments were:

“Service provided has been excellent.”

“Love this agency!”

“We are impressed with their dedication to the responsibilities they have.”

“Very responsive.”

“Well trained and kind to the clients.”

VIII. Summary of Strengths and Weaknesses and Recommendations for Improvements

Supported Living supports continue to offer the framework that people with significant disabilities need to be able to live in a home of their choice in the community and achieve their maximum independence. In recent years, there has been a noticeable increase in the number of people who are aging and moving into Supported Living services from Independent Living services so that they can continue living in their own homes and receive the required supports for their increasing needs. The services from Community Interface continue to be provided successfully and in a satisfactory manner according to the results of this Program Evaluation.

The Supported Living team continued to focus on ensuring the level of support that each person was provided was person-centered and met his or her individual needs; was necessary, sufficient, and cost effective; and that natural supports were utilized as much as possible. CIS support staff work closely with clients to personalize their homes, to find living arrangements in areas of their choosing, to decorate to their own liking and to maintain an appearance that is comfortable for them, while being an overall safe environment. Efforts were made to find out how each client wanted to access their community, to match the client with support staff who would help each person to be as involved as they wanted to be and work with each person to overcome any barriers that existed. These efforts will be continued and ongoing emphasis will be placed on supporting people to be as active in their communities as they would like and to host social events such as pool parties (as noted in satisfaction survey results above) if they are interested.

Services focused on meeting the identified Outcome Objectives from the Program Design. Direct service staff encouraged increased independence and utilization of generic resources, individualized teaching methodologies to accommodate various learning styles, supported clients in maintaining the skills learned as well as their supported living arrangements, and encouraged clients to use their self-advocacy skills to be actively involved in their ISP process. Continued focus will be placed in these areas. A strong emphasis was placed upon supporting clients in such a way as they are able to remain healthy and safe, while pursuing their goals. Training was provided to all staff regarding Person-Centered Planning, so that all services are provided to clients in a way that centers around their hopes, wishes and dreams. Community Interface’s services will continue to be person centered and strength focused so each individual can live as independently as possible.

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