



PROGRAM EVALUATION REPORT

Community Based Day Programs, Independent Living, & Infant Development Programs
(per Title 17, Section 56732)

Instructions: Complete this form and submit to San Diego Regional Center (and other user regional centers) and the Department of Developmental Services by September 30th of each year. This form includes the minimum information required; additional information (ex: number of people served, results of satisfaction surveys, or anecdotal information) may also be attached. Additional information attached? Yes No

I. Identifying Information

Agency Name: Community Interface Services

Vendor Number: H39507

Date Submitted: September 30, 2010

Program Name: CIT V

Report Period: July 1, 2009 – June 30, 2010

By: Kristine Simpson, CIT Supervisor

II. Evaluation Design

The purpose of this evaluation is to conduct an annual review of the effectiveness of the program in relation to the program design. The evaluation design was developed and selected to provide a uniform report that relates to each programs' objectives and accurately portrays the effectiveness of the program. Data relevant to the outcome objectives in the Program Design and aggregate progress on IPP objectives is collected via document review, survey, or other appropriate means. Data is aggregated and analyzed, and reports are generated on an annual basis. The report is distributed to the vendoring and user Regional Centers and the Department of Developmental Services, maintained on file by the vendor and is communicated by the vendor to various stakeholders as desired.

III. Review of Effectiveness in Relation to Program Design

Program Outcomes Objectives (from Program Design) Review

Outcome Objective	Review
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.	Through person-centered planning, meeting preparation activities, and the planning team process, 100% of consumers served applied self advocacy skills and chose the support (objective) areas they wished to focus on. Objective met.
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 met. See "Aggregate Progress on Consumer Objectives Below."

Aggregate Progress on Consumer Objectives

Number of Objectives	Progress/Percentage of Objectives Met
21	81 % of Objectives Met

IV. **Actions Taken on Results of the Evaluation**

CIT V will continue to focus on developing high quality objectives with appropriate teaching techniques that will assist consumers in overcoming their barriers and reaching their fullest potential. Staff training topics will include how to write measureable objectives and how to determine progress toward stated objectives. Objectives will be revised as needed and curriculum adapted to suit the consumers' individual needs.

Additional Information

Number of People Served

A total of 10 people were enrolled in CIT V during the fiscal year; 10 in July 2009 and 9 as of June 2010.

Results of Satisfaction Surveys

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" with the agency newsletter and/or at planning team meetings. 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 consumer and customer needs. All questionnaires and surveys are reviewed by the administrative team to determine appropriate responses and any actions required. Forty-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 10 consumers receiving CIT services that completed questionnaires:

- 100% said they like being in day program.
- 97% said they are learning what they want to.
- 95% said that they like their goals.
- 97% said they are learning to advocate/speak for themselves and make decisions.
- 100% said they choose what they do each day.
- 98% said they like their worksites.

Eighty-one Customer Satisfaction Surveys were completed by Community Interface's other customers, yielding the following results:

- 99% said they felt that Community Interface's consumers are satisfied with their supports and services.
- 100% said they felt that Community Interface provides quality supported employment and/or day program.
- 99% 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.