



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: H27180
 Date Submitted: September 30, 2009

Program Name: Independent Living (ILS)
 Report Period: July 1, 2009 – June 30, 2010
 By: Judy Jamell, ILS 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
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.	See "Aggregate Progress on Consumer Objectives Below." Objective met.
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.	Community Interface Services provided Independent Living Services to 207 consumers during this fiscal year. Ninety five percent (196 individuals) maintained an independent living situation in the community. See below for information regarding exits. Objective met.
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.	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.

Aggregate Progress on Consumer Objectives

Number of Objectives	Progress/Percentage of Objectives Met
562 Objectives	90 % of Objectives Met

IV. Actions Taken on Results of the Evaluation

Results of the Program Evaluation indicate that Independent Living Services supports are being provided successfully and in a satisfactory manner. Independent Living services will continue to focus on meeting the identified Outcome Objectives from the Program Design. Direct service staff will continue to encourage increased independence and utilization of generic resources, individualize teaching methodologies to accommodate various learning styles, support consumers in maintaining the skills learned as well as their independent living arrangements, and encourage consumers to use their self-advocacy skills to be actively involved in their ISP process.

Additional Information

Number of People Served

During the fiscal year, a total of 207 people were served; 193 as of July 2009 and 181 as of June 2010.

Exit Data

Of the 23 consumers who exited IL services this fiscal year, 11 did not maintain a independent living arrangement.

- 5 moved back in with their parents or other family members
- 2 went to supported living
- 4 moved to a group home, board & care or foster family
- 3 moved out of the county and continued living independently
- 3 continued independent living but changed to another IL agency
- 1 was given notice by CIS due to abusive behaviors towards his staff
- 5 did not feel they needed services anymore, but continued living independently

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.

Of the 149 Independent Living consumers that completed questionnaires:

- 100 % said they are happy with the services they are receiving.
- 98 % said they are developing the skills they want to learn.
- 98 % said they are learning to advocate for themselves and make decisions.
- 100% said they are happy with the CIS staff that works with them.

Some of the comments from consumers were:

“She is good and she’s nice and I get along with her”

“I’m learning to go on and not stop when things are difficult”

“I’ve been doing things on my own. I have someone who helps me when I need it.”

“I like to be independent, I don’t like group homes.”

“I like having privacy, choices, and freedom.”

“I am learning to be more independent and know what to do in case my parents aren’t around.”

“I get to do a lot of things on my own and make my own decisions.”

“I’m learning to live on my own and get to doctor appointments on my own.”

“My worker helps me a lot and has a lot of patience. I like going out.”

“I love my condo and getting to do what I want to do in life.”

Customer Satisfaction Surveys were completed by 87 of 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 independent/supported living/respite programs.
- 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.

Some of the comments from other customers were:

CIS “hires quality people that care about their clients”

“Brittany has done an excellent job in helping expand my brother’s knowledge of diet and food planning”

“All staff is professional and excellent in communicating consumer needs and meeting needs”

“Staff stay in touch with SCs; (they are) prompt with getting meetings scheduled. (CIS is) “one of my favorite agencies for ILS and SE”

“Davie would not be able to live independently without the excellent caring service of Linda. Linda has broadened Davie’s life”

“Adrienne does what she says she’s going to do and we can be confident in that.”

“Superb service that always strives to support maximum independence of consumers”

“The RCs always go above and beyond - the consumer’s best interest is always the priority. The consumers are so fortunate they are a part of your team.”

The best thing about CIS is “employees like Adorna who is genuinely trying to make these recipient’s successful in their life”

“Training is what is important. You guys seem to do this well”

“Lisa is excellent. We appreciate her efforts and the concern she shows for our son.”

“Our daughter would not be as independent as she is now without your support. She is happy and feels safe with the supervision you provide. The RC is consistent, reliable, and caring.”

“Staff and supervisors know the consumers well and keep the SC very informed. Staff knows their role and ensures consumers have the best quality of life.”