



**PROGRAM EVALUATION REPORT
SOCIAL SUPPORT FACILITATION (SSF)**

Instructions: Complete this form and submit to San Diego Regional Center and the Department of Developmental Services by August 31 of each year. This form includes the minimum information required; additional information (ex: 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: PQ4453

Date Submitted: August 17, 2010

Program Name: Social Support Facilitation

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

By: Judy Jamell, SSF Supervisor

II. Aggregate Data on Number of Consumers Served

Fifty seven consumers participated in the Social Support Facilitation project this year.

Fifty one participants completed the project; 6 were still in process when this evaluation period ended.

III. Types of Consumer Needs Encountered During Service Delivery

The facilitators encountered many different needs this year while providing services. Many participants needed resources which were low cost, some had physical challenges which required adaptive activities, some consumers had behavioral challenges, some needed someone to accompany them to activities to provide personal care or behavioral supervision, many needed activities close to their home due to transportation issues, some wanted only “low key” activities while others had dreams for adventurous activities (we found resources for paragliding, trapeze lessons, surf lessons, learning about roller coasters, and riding dirt bikes in the desert), and some with autism needed activities taking into account their special needs (we found a theater which provided sensory friendly films with the lights brought up and the sound turned down). We found a resource group called “Little People” for one person of short stature. We found an equestrian center where the participant could actually ride (rather than just be led around a ring). One participant requested no competitive activities due to anger/frustration issues. In addition, a common prevailing need among the consumers and their families was an overwhelming need for support, whether that be resources for parent support groups, consumer support groups, sibling support groups, or individual and family therapy. While SSF's primary goal is to integrate consumers into mainstream social activities that meet their specific desires and needs, we were also able to supply resources that could benefit the entire family simply by adding a “Consumer/Family Support” section listing those requested support resources to the resource packet provided each participant.

IV. Review of Outcome Objectives Identified in Service Provider Agreement

Outcomes Objectives (from Service Provider Agreement) Review

Outcome Objective	Review
1. Work directly and individually with consumers and family members to explore, select, and access social/recreational activities. Provide information for consumers and family	SSF facilitators worked with consumers and family members to create unique, personalized resource books with a list ranging from 11 to 62 (the average being 36) resources. In addition to

<p>groups/audiences aimed at improving access to social/recreation opportunities. As needed, attend initial event/activity with consumer and/or family member in order to further facilitate long term participation within community. When requested by SDRC on a case-by-case basis, evaluate appropriateness of funding an inclusion aid to augment existing generic support including that available as stipulated under the ADA.</p>	<p>the individualized resources, most packets included other sections titled “Fun Things To Do Around Your Community,” “Volunteer Resources,” “Consumer and Family Support,” “Legal Resources,” and “Fun and Helpful Internet Resources.” All packets included flyers, brochures, applications, releases, and waivers. None of our participants this year opted to have their facilitator attend an activity with them, preferring to use family members, friends, or respite workers to accompany them to activities. There were no requests for inclusion aids this year either. Objective met.</p>
<p>2. Collaborate with community recreational service providers and advocate for increased access to social/recreational opportunities. Support the inclusion of persons with developmental disabilities in social and recreational activities.</p>	<p>SSF facilitators contacted numerous recreational providers over the year and had incredible success in advocating for consumers to be included in recreational opportunities. Many became passionate about working with people with developmental disabilities. Several wanted to create unique activities to meet consumers’ needs. One revised her website to state she now works with people with special needs. Listed below are just a few of the providers who are now including consumers in their activities. Objective met.</p>
<p>3. Survey Service Coordinators, Participants and/or Family Members regarding their satisfaction with services and provide summary data in annual program evaluation reports to the San Diego Regional Center</p>	<p>See the “Addendum to Objective 3: Results of Satisfaction Surveys” listed below. Objective met.</p>

Addendum to Objective 2: Providers Now Including Consumers in Activities

- Family Kayak Adventure Center – changed her website to state she works with people with special needs and will change the location of the lesson so it will be close to a bus stop and more accessible for our participants
- Trapeze High – adapting the lessons to accommodate people with developmental disabilities
- Dezert Adventures – four wheeling, dirt bikes, etc., in Ocotillo
- Ocean Experience Surf School – now providing personalized lessons for people with special needs
- Carlsbad Paddle Sports – providing adaptive kayak lessons
- Alchemy of the Heart – providing adaptive cooking lessons with locations in San Marcos, Poway, and Rancho Bernardo
- Torrey Pines Gliderport – now accepting people with special needs
- Culture Shock Dance Center – wants to create a class specifically for our consumers so they can learn the pleasure of dancing and movement, not just the correctness of form
- American Shooting Center – providing gun safety courses and target shooting

Addendum to Objective 3: Results of Satisfaction Surveys

Community Interface Services gathers feedback from consumers and other customers continuously throughout the year. At the time of the final presentation, consumers and/or family members are asked to fill out a questionnaire. Service Coordinators receive a “Customer Satisfaction Survey” attached to the Individual Plan Summary and Resource List which is mailed to them upon completion of the project with their consumer. 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 34 Social Support Participants that completed questionnaires:

- 100% said they are happy with the services they are receiving.
- 100% said the activities presented matched their interests.
- 97% said they plan to access an activity within the next month.

Some of the comments from participants/family members were:

“It’s exciting to have new adventures to go on.”

“We have been provided with a lot of information-very helpful and we look forward to sorting through it all and getting involved right away.”

“We thank you from the bottom of our heart. All your great help will allow our son to have a better development.”

“We will pass the resources on to other people we know with special needs. We did not know Poway Skate Park had exclusive youth hours. Shane has wanted to go but was intimidated by the adults there.”

“This is a fantastic resource! I cannot believe this service! We have learned so much about different activities around our area!”

A suggestion from a family member was:

“I was hoping for more activities closer to home but am willing to work with those provided and appreciate all the hard work and effort.”

Six Customer Satisfaction Surveys were completed by Service Coordinators, yielding the following results:

- 100% said they felt that the participants they referred were satisfied with their supports and services.
- 100% said they felt that Community Interface provides quality Social Support Facilitation Services.
- 100% said they had positive interactions with Social Support Facilitation Project staff.
- 100% said the Summary Report provided them with detailed information on the individual outcomes for each participant they referred.

Some of the comments from the Service Coordinators were:

“The families were impressed with the notebook”

“Thank goodness you have the time to find resources our consumers need”

“Many resources given with maps, addresses, contact info and ways to get funding-most helpful”

“You guys are able to explore more individualized resources for my consumers than I could. It saves me time and serves the consumers better. Keep up the good work!”

Some suggestions from Service Coordinators were:

“Along with the notebook, I would like to see something to use on the internet, maybe a list of websites emailed to consumer/family”

“Turn around time for receiving resource packets seems to be improving but at times has seemed to be a little slow for some families (really the only criticism I have received)”

“Some resources were ones consumers already knew”

“Make sure the consumer learns to be responsible for social activities, not the parent”

IV. Actions Taken on Results of the Evaluation

Results of the Program Evaluation indicate that Social Support Facilitation Services are being provided successfully and in a satisfactory manner. Social Support services will continue to focus on meeting the identified Outcome Objectives from the Service Provider Agreement. Because of the feedback provided, resource packets were improved to include maps to every destination. A goal was established to complete the project with the participant within 2 months of getting the referral. This result was accomplished during the last six months of this reporting period. Also, a goal was established to find at least 3 unique, uncommon resources for each participant and this result also was accomplished during the last six months of the report period. SSF facilitators will continue to research and find individualized activities based on the participant's preferences and continue to collaborate with community recreational providers to encourage them to accommodate and include our consumers in their activities.