



PROGRAM EVALUATION REPORT

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

I. Identifying Information

Agency Name: Community Interface Services

Vendor Number: PQ7186

Submitted by: September 26, 2025

Program Names: CIT 1:1

Report Period: July 1, 2024 – June 30, 2025

By: Lora Juarez, Supervisor

II. Introduction/Evaluation Design

The purpose of this evaluation is to conduct an annual review of the effectiveness of the Community Integration Training 1:1 (CIT 1:1) program in relation to the program design. The evaluation design was developed and selected to provide a uniform report that relates to the program's objectives and accurately portrays the effectiveness of the program. Data relevant to the outcome objectives in the Program Design and aggregate progress on Individual Program Plan (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 vendor and user Regional Centers and the Department of Developmental Services as requested, maintained on file, and communicated to various stakeholders as needed.

III. Effectiveness Review in Relation to Program Design/Participant Objectives

Outcome Objective	Review/Aggregate Data
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 participants served applied self-advocacy skills and chose the support (objective) areas they wished to focus on. Objective met.
On an annual basis, participants will demonstrate program-related progress by meeting 80% of the objectives identified on ISPs, as measured by aggregate data from reports.	94% of objectives were met. Objective met.

IV. Actions Taken on Results of the Evaluation

The results of this evaluation demonstrate that services have successfully offered a high-quality, community-based, individualized day program at locations specific to the participants' interests; offering the support needed to assist participants in pursuing their goals and dreams. Participants directed their services by creating a schedule of meaningful and inclusive activities. Schedules were regularly reviewed to ensure services aligned with the participants' needs and wants, met Centers for Medicaid Services Home & Community Based Services (HCBS) Waiver criteria, and provided for full community access.

Continued emphasis is placed on providing services in a truly person-centered manner, with a focus on each person's goals and dreams. Staff members are committed to using person-centered planning techniques to assist participants in reaching their hopes and dreams. Each participant uses a person-centered planning tool to create a plan in their preferred method of communication (ex. verbal, pictorial, books, videos, posters, etc.). Expressed interests are developed into goals and included on the participant's Individual Service Plan as appropriate. All program supports

incorporate industry best practices. Ongoing staff training topics continue to include locating volunteer and paid employment opportunities that match the noted interests discovered during the person-centered planning process and maximizing the opportunity for community inclusion at volunteer/community sites and college classes.

Community Interface Services will continue to provide person-centered, community-based day program services for the time being. However, CIT is funded under the 055 subcode as CIT services do not align with services defined in statute, regulation, and/or the directives issued as part of rate reform. An exemption was approved by DDS for continued use of service code 055 until further notice from DDS and/ or SDRS. As such, CIT is not eligible for rate increases and the rate will soon become unsustainable.

V. Additional Information

Number of People Served during Fiscal Year

A total of 8 people were served in CIT 1:1.

Results of Satisfaction Surveys

Community Interface Services gathers feedback from participants and other customers continuously throughout the year. At the time of annual and semi-annual planning team meetings, participants and other customers, including family members, employers, and other service providers are asked to fill out a survey. The surveys are also available on the agency website. Community Interface receives a great amount of input and responds quickly to needs. All responses are reviewed by the administrative team to determine appropriate follow-up. Overall feedback has been positive.

CIT Participant Surveys

Questionnaires were completed by 9 participants, yielding the following results:

- 89% said that CIS services have helped them to have a better life.
- 89% said that CIS staff do a good job supporting them.
- 100% said they know how to access their CIS services and staff.

General Stakeholder Surveys

Customer Satisfaction Surveys were completed by 38 of Community Interface's agency wide stakeholders, yielding the following results regarding Community Interface's overall services:

- 97% noted positive interactions with supervisors and administrators.
- 97% feel that CIS provides quality programs and services.
- 95% believed participants are satisfied with their supports and services.

Some of the comments from customers were:

- "The best part of CIS services is the staff. They are great!"
- "CIS staff are very professional and provide quality care with dignity and respect."
- "We are incredibly happy with and grateful for CIS services and all the providers. They have truly been a blessing... we are so fortunate to have them."