



PROGRAM EVALUATION REPORT

Social Support Facilitation (SSF)

I. Identifying Information

Agency Name: Community Interface Services (CIS)

Vendor Number: PQ4453

Date Submitted: August 27, 2025

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

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II. Aggregate Data on Number of People Served

Eight people participated in Social Support Facilitation (SSF) during the report period. Seven people completed the project, and one was still in process when the report period ended.

III. Types of Participant Needs Encountered During Service Delivery

SSF facilitators continued to encounter a wide variety of needs during the last fiscal year and focused on finding activities that would meet each participant's specific needs and desires. While SSF's primary goal is to assist with inclusion into a variety of social activities in the community that meet participants' specific desires, needs, and interest areas, resources were included when appropriate that could benefit the entire family as well. Various interests were expressed including transportation options (public transportation, carpooling, and learning to drive), meet-up groups, sports, art, horseback riding, music and singing lessons, theater, resources for higher education, and other recreational activities that were affordable for participants and their families. Both in-person and virtual social opportunities were of interest. Several participants also requested support and accommodation to meet unique needs such as adaptive sports for people who have physical limitations or use wheelchairs. In addition, families expressed interest in exploring whether organizations accept third-party payments.

SSF facilitators worked closely with participants and families to creatively meet their community support needs. They sought resources integrated within the community to give participants the opportunity to meet peers within an age-appropriate natural setting. Budget, transportation, and accessibility continued to present barriers to participation. To address this, free or low-cost activities were identified as needed, and options located near participants' homes were prioritized when transportation was a concern. Additionally, fun and resourceful websites were shared, including those offering access to virtual services.

IV. Review of Objective Outcomes

Objective 1 Work directly and individually with participants/family members to explore, select, and access social/recreational activities. Provide information for participants/family members aimed at improving access to social/recreation opportunities. As needed, attend initial activity with participant/family members to facilitate long-term participation. When requested by San Diego Regional Center (SDRC) on a case-by-case basis, evaluate appropriateness of funding an inclusion aide to augment existing generic support including that available as stipulated under the ADA.

Objective Met. SSF facilitators worked directly and individually with each participant/family to explore and locate resources and social/recreational opportunities and created unique, personalized resource binders. A few resources included:

- Camp and enrichment resources
- Adaptive sports and fitness programs
- Educational resources/ college campus resources for students with disabilities
- Adaptive technology
- Free public libraries activities such as homework help, arts and crafts, workshops, family game nights, and more
- Community recreation centers classes related to art, science, and sports; activities often offer free Inclusion Aides
- Driving classes
- Transportation resources such as paratransit services, reduced fare options, and more
- Financial assistance/scholarships for memberships, classes, workshops, and camps
- Volunteer opportunities in areas such as community events, theaters, and libraries
- Employment readiness resources
- Support resources that offer outreach and workshops to support families
- Behavioral and mental health resources
- Microenterprise resources
- Virtual, remote, and hybrid services offered by various recreational entities
- Inquiring about organization accepting third party payments
- When requested, assistance was provided to families and participants with applying or filling out paperwork such as volunteer or paratransit applications and signing up for memberships and classes at community recreation centers.
- When requested, support was provided in accessing resources and supporting participants to enroll in activities.

In addition to individualized resources, packets may include sections like:

- Fun Things to Do Around Your Community
- Volunteer Resources
- Participant and Family Support
- Fun and Helpful Internet Resources

All packets also included flyers, brochures, applications, releases, and waivers. Information was provided in Spanish as requested. SSF facilitators were available to attend initial events with the participant/family member to facilitate long term participation and evaluate the need for/appropriateness of funding an inclusion aide to augment generic supports on a case-by-case basis at SDRC request and within safety preferences, guidelines, and recommendations.

Objective 2 Collaborate with community recreational service providers and advocate for increased access to social/recreational opportunities. Support the inclusion of people with developmental disabilities in social and recreational activities.

Objective met. SSF facilitators contacted numerous providers in the community throughout the year and had continued success in advocating for participants to be included in social/recreational, vocational, and educational opportunities. Many resources offered discounted rates and accommodations tailored for people with disabilities.

Community providers with whom SSF facilitators collaborated include:

- *Revision* - provides inclusive access to art through a creative workspace that integrates art, culture, social practice, and environmental education.
- *SDSU Photography Club* - supportive community that promotes passion, creativity, and knowledge through photography and fosters growth in technical skills and artistic vision to photographers of all levels of experience. Includes tips & tricks for micro-business.
- *ShopAble/Special Needs Resource Foundation of San Diego* - promotes disability-owned businesses by showcasing their products online.
- *Stay Social* - website that offers adults with disabilities a range of activities – e.g., bowling, karaoke, movie nights, and dances - to help them make friends with shared interests and stay updated on events throughout the year.
- *Challenge Center* - aims to enhance independence and quality of life for seniors and people with disabilities through physical therapy, health and wellness programs, financial assistance, and a variety of fitness classes that also foster social connections.
- *Unscripted Learning/National Comedy Theatre* - uses improvisational theatre to help teens and young adults with autism or social delays develop social, communication, and creative problem-solving skills in a fun, safe, and interactive environment.
- *MTS Paratransit/Reduced Fare, MTS Access* – transportation service provided in accordance with the ADA that offers an origin to destination, shared ride, advanced reservation public transit options.
- *Limitless Adventures* - non-profit organization that provides outdoor activities such as hiking, surfing, and kayaking for individuals with disabilities, with a mission to empower individuals, challenge participants to step outside of their comfort zone, provide a community where individuals can meet new friends, and inspire participants to build and develop confidence.
- *Positive Act Community Theatre (PACT)* - theater company that offers improvisational theatre workshops that help develop social and communication skills in teens and adults with autism and other special needs.
- *YMCA across San Diego County* - provides accessible services, resources and support including group classes and on-site community support services.
- *Arms Wide Open* – offers opportunities for recreation and fosters participation in the performing arts.
- *San Diego Workforce Partnership* – offers an array of resources that assist and facilitate finding employment.
- *Therapeutic Recreation Services* – county run program that provides sports, recreation, leisure, and outreach services.
- *Surfing Madonna* - offers free surf camps for kids with special needs
- *Friendship Circle* - social and recreational experiences while inspiring volunteers to participate in building a stronger and more inclusive community.
- *Take Me Home Registry* - database used by San Diego County residents to collect information such as picture, and contact information about individuals with special needs.
- *Blue Envelope Program* - helps individuals with conditions like autism, dementia, or anxiety communicate with law enforcement by voluntarily displaying a Blue Envelope containing identification and important documents during interactions.
- *Id tech UCSD* - STEM camp at UCSD that offers experience in fun skill development.

- *Hands on Technology* - after school program offering opportunities to obtain hands-on application of computer and electrical engineering concepts.
- *Team of Advocates for Special Kids (TASK) San Diego* – offers workshops providing students, their families and the professionals who serve them, with training, support, information, resources and referrals, and community awareness programs.
- *Accessible Chef* - website offering a collection of free visual recipes and resources designed to help individuals with disabilities learn cooking skills.
- *San Diego Continuing Education* - offers comprehensive Disability Support Programs and Services (DSPS) to assist students with disabilities in achieving their educational, personal, and vocational goals.
- *IcanBikeSD* - teaches children and adults with disabilities to ride a two-wheeled bike through personalized, 1:1 instruction, tailored accommodations, and motivational techniques.

Objective 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.

Objective met. Community Interface Services gathers informal feedback from participants and other customers including Service Coordinators during and at the end of each SSF project. At or after the time of the final presentation, participants and/or family members are asked to fill out a feedback questionnaire. In addition, general surveys are available on the agency website and emailed to participants and family members. By continuously gathering feedback, Community Interface receives valuable input and can respond quickly to participant and customer needs. All questionnaires and surveys are reviewed by the administrative team to determine appropriate responses, and any follow-up actions required.

Participant Feedback

Informal feedback in general is quite positive about SSF services, interaction with staff members, and service accessibility. Survey data received noted 100% satisfaction with the SSF services, support staff, and said that services/staff are accessible.

General Stakeholder Surveys

Customer Satisfaction Surveys were completed by 39 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.
- 90% feel that CIS provides quality programs and services.
- 95% believed participants are satisfied with supports/services.

Some of the comments from customers were:

"The best part of CIS services is the staff. They are great!"

"Friendly, warm and knowledgeable staff."

"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."

V. Actions Taken on Results of the Evaluation

Results of the Program Evaluation indicate that SSF services have been successful in meeting participants' expectations and locating resources that participants and family members may not have been able to access on their own. The total number of individuals served was lower compared to previous years; however, 7 of the 8 referrals received were successfully completed.

Funding was restored for Social Recreational activities in recent years and now includes funding for transportation and equipment, so ongoing support is potentially available for participants to continue to pursue the activities they discover as they explore all that their communities have to offer with the initial SSF supports. CIS also continues to participate in resource fairs, providing opportunities to connect with participants, families, and Service Coordinators about SSF services, while expanding outreach efforts to educate families and Service Coordinators during meetings. With these efforts, it is hoped that the number of participants served will increase in the future.

SSF services will continue to focus on finding individualized activities for each participant and continue to collaborate with community recreational providers to encourage them to accommodate and include people with disabilities in their activities. SSF facilitators will continue to offer support with filling out applications, assisting with making initial contact and/or attending first time events (in-person or remotely based on preference, safety and other considerations) with participants and family members to assist with establishing initial contacts and setting the stage for ongoing attendance at the events.

SharePoint/Leadership/Documents/Program Evaluations/SSF/SSFPE2425