



PROGRAM EVALUATION REPORT

I. Identifying Information

Agency Name: Community Interface Services

Program Names: Work Incentives & Benefits Counseling (WIBC)

Vendor Number: PY2444

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

Date Submitted: September 26, 2025

By: Kristine Simpson, Director

II. Introduction/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 Program Design methodology was developed to provide a report that relates to the program's objectives and accurately portrays the effectiveness of the program. Data is aggregated and analyzed, and reports are generated on an annual basis. The report is distributed to San Diego Regional Center, maintained on file by the vendor, and communicated by the vendor to various stakeholders as needed.

III. Review of Effectiveness in Relation to Program Design and Participant Objectives

Outcome Objective	Review/Aggregate Data
1. 80% of program participants will complete the development of a Work Incentive Plan with timeline and action steps.	100% of participants developed a Work Incentive Plan. Objective met.
2. 80% of program participants with Work Incentive Plans will complete the steps assigned to them as identified in the Work Incentive Plan by the end of their plan period.	90% percent of participants completed the assigned steps by the end of their plan period. Objective met.

IV. Additional Information

Number of People Served During Fiscal Year and Needs Encountered

A total of 10 people were served during the year. A variety of needs were encountered and addressed such as:

- Understanding Social Security rules as they apply to work
- Assistance completing appeals and overpayment waivers to Social Security
- Assisting with new applications and renewals to Social Security, CalFresh, Medi-Cal, and other public benefits
- Understanding and opening CalABLE accounts
- How to utilize Social Security work incentives to encourage clients to work

Focus will continue to be on proactive benefits counseling for individuals who receive public benefits and plan to work. Services will also be available to assist clients to understand current benefit issues with support for possible solutions that resulted from misunderstanding of benefit rules or issues related to errors.

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.

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."

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