



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: H27180
 Date Submitted: September 25, 2025

Program Names: Independent Living (IL)
 Report Period: July 1, 2024 - June 30, 2025
 By: Iliana Keenan, IL Supervisor

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 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 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. On an annual basis, participants will demonstrate program-related progress by meeting 80% of the objectives identified on their ISP, as measured by aggregate data from reports.	88% of objectives were met. Objective met.
2. On an annual basis, at least 80% of participants will demonstrate success in independent living, as measured by the maintenance of an independent living arrangement in the community. <i>(Note: This outcome objective applies only to participants receiving IL services in their own home, not in the family home.)</i>	99% percent of those living in their own home maintained an independent living situation in the community. See exit information below for additional detail. Objective met.
3. On an annual basis, all participants will demonstrate, to the extent they may be able, the ability to apply self-advocacy skills to the development or communication of their ISPs, as documented in the person-centered planning section of the ISP.	Through person-centered planning, meeting preparation activities, and the planning team process, 100% of people served applied self-advocacy skills and chose the support (objective) areas they wished to focus on. Objective met.

IV. Actions Taken on Results of the Evaluation

Results of the Program Evaluation indicate that services continue to be provided successfully and in a satisfactory manner. Services will continue to address the identified Outcome Objectives from the Program Design and appropriately meet the planning team agreed-upon supports for each individual. Direct service staff will continue to encourage independence and utilization of generic resources, individualize teaching methodologies to accommodate learning styles, and

support participants in maintaining the skills learned as well as their living arrangements. Supports will continue to be provided in an individualized manner based on the person-centered planning process. Objectives will be developed that are meaningful and measurable; individualized and creative techniques will be used to assist participants in meeting their objectives. In addition, assistance will be provided with accessing independent forms of transportation, maintaining health and safety, increasing opportunities for social and community inclusion, and using self-advocacy skills to be actively involved in the ISP process.

V. Additional Information

Number of People Served During Fiscal Year

A total of 191 people were served during the year (168 people received IL services in their own home, and 23 received ILT services in the family home.)

Exit Data

Sixteen participants exited IL this fiscal year.

- 1 changed to other services with CIS: SDP
- 7 felt CIS no longer met their needs (examples are - no time for services, family dynamics not a good match for services, and no staff available)
- 1 moved out of the area
- 3 moved into a living situation with a higher level of support
- 2 maximized ILT skills needed
- 2 passed away

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.

Questionnaires were completed by 19 IL and ILT participants, yielding the following results:

- 95% 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.

Some of the comments from participants/family members were:

“Overall, I highly suggest CIS for anyone who has challenges.”

“I like those I’m with, who I’ve met, and what has been done throughout my time with CIS.”

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.”

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