



PROGRAM EVALUATION REPORT

I. Identifying Information

Agency Name: Community Interface Services

Program Names: Coordinated Family Supports (CFS)

Vendor Number: HQ1908

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

Date Submitted: September 26, 2025

By: Iliana Keenan, CFS 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 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. Additionally, quarterly reports are provided to San Diego Regional Center and monthly QIP reports are submitted to DDS.

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 <i>Coordinated Family Support (CFS) Referral and Service Needs Assessments</i> , as measured by aggregate data from quarterly reports.	87% of completed objectives were met. Objective met.
2. On an annual basis, at least 80% of participants will demonstrate success as measured by remaining to live in their family home.	100% percent of participants remained living in their family home. Objective met.

IV. Additional Information

Number of People Served During Fiscal Year and Needs Encountered

A total of 18 people were served during the year. A variety of needs were encountered and addressed such as:

- Researching and setting up conservatorship, power of attorney, and fiduciary services
- Identifying and coordinating with paid guardians
- Understanding and establishing CalABLE accounts
- Accessing free or low-cost legal services, including for immigration-related issues
- Locating and applying for housing resources (e.g., Section 8, low-income, affordable housing)
- Identifying alternative housing options
- Developing contingency plans in case the current caregiver is unable to provide care
- Establishing medical, dental, and mental health care
- Scheduling and attending medical appointments
- Exploring and coordinating transportation options for medical and daily needs
- Understanding diagnoses and identifying ways to manage health conditions

- Applying for public benefits (SSI, Medi-Cal, CalFresh, IHSS)
- Navigating and accessing services such as: Independent Living (IL), Supported Living (SL), Supported Employment (SE), Tailored Day Services (TDS), Community Integration Training (CIT), and Respite services
- Finding and retaining care providers
- Organizing service provider schedules
- Coordinating and providing training for care providers
- Researching and enrolling in free English as Second Language (ESL) classes
- Connecting with online support groups
- Creating and maintaining safety and disaster plans

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, the 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."