



PROGRAM EVALUATION REPORT

Supported Living (per Title 17, Section 56800)

I. Identifying Information

Agency Name: Community Interface Services
 Vendor Number: H39475
 Submitted: September 5, 2025

Program Name: Supported Living (SL)
 Report Period: July 1, 2024 – June 30, 2025
 By: Carmen Stoll, SL Supervisor

II. Aggregate Data on Participants Served

Number of Persons Served	21
Needs Encountered	Individual needs encountered during the report period were as varied as the individuals served. Many needs fell into the following service categories: -Household/Domestic -Financial -Health and Safety -Mobility/Access -Technology -Communication -Social/Emotional/Sensory -Personal Care -Community Involvement to include virtual involvement -Household Maintenance -Shopping -Health/Exercise -Obtaining Adaptive Equipment -Meal Preparation -Service Animal/Pet Care -Medication -Problem Solving -Needs Re-assessment -Support Structure Modification -Accessing Generic Resources -Pest Mitigation -Advocacy -Overnight Supports
Decreases in Paid Supports and Increases in Natural Supports/Self-Reliance	Participants receiving supported living services need varying levels of assistance to achieve their goals; an emphasis is placed on decreasing paid support and increasing natural supports/self-reliance as they reach those goals. Each person's success and self-reliance are evidenced in diverse ways: • For the third year in a row, Nick was able to save enough money to continue his birthday tradition with a trip to Las Vegas to see his favorite football team play.

	• Sean has explored new interests and decided to join a dance studio. Over the past year, Sean has been in 3 dance performances. • Mike saved enough money to go to 7 Padres games. Mike has decided to budget to save enough money to purchase Padres season tickets for next year. • Kiley and her team determined that Independent Living is a better fit for her. She plans to transition to Independent Living in the fall of 2025.
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III. Support Configurations

CIS provided a variety of SL services to a total of 21 people during the year as follows:

- 11 lived with a staff roommate
- 10 lived on their own with rotating staff
 - 2 (of the 10) are siblings, live together, and share rotating staff

IV. Staff Qualifications and Training

All Supported Living positions require the following minimum staff member qualifications to ensure that direct service personnel provide the highest quality support possible to participants in the Supported Living program:

- The demonstrated ability (acquired through education or experience) to:
 - establish/maintain constructive and appropriate relationships with participants
 - minimize risks of endangerment to the health, safety, and well-being of participants
 - complete certification in first aid and cardiopulmonary resuscitation and operate 24-hour emergency assistance system, as appropriate to the need with respect to any specific participant (after appropriate training)
 - achieve the intended results of the service being performed
- Current/valid licenses, certificates, or registrations legally required to provide service
- Demonstrated dependability and personal integrity, as verified by employment and character references
- Valid California driver's license, motor vehicle insurance, a safe driving record, and a vehicle in safe working condition if driving for work
- Fingerprint clearance(s) through the Department of Justice (and Federal Bureau of Investigation if appropriate) and clearance through the Office of Inspector General, the Medicaid Excluded Providers list, and the National Sex Offender Public Website
- Willingness to adhere to and support Community Interface Services' philosophical orientation regarding service delivery

Supported Living supervisors and coordinators are required, at a minimum, to have three years of experience in a human services delivery system, including at least one year in a comparable program or a bachelor's degree in a human services related field; the demonstrated ability to provide staff member training, supervision, and planning; the ability to effectively communicate with adults having intellectual and developmental disabilities; strong communication and organizational skills; and the ability to function effectively in pressure/crisis situations.

Community Interface provides high-quality training to all staff providing Supported Living

Services. Trainers include participants, supervisors, and coworkers. New employee orientation training topics include an overview of Community Interface Services' mission, policies, practices, philosophy, HCBS compliance, person centered thinking, and zero tolerance on abuse, as well as Positive Behavioral Instruction and Support techniques and CPR/First Aid certification. Post orientation classes involve training in curriculum development, paperwork, and customer service. Ongoing staff training topics include procedures and practices used by the agency to enable participants to meet IPP/Supported Living plan objectives, service delivery issues, challenges and successes, and methods to deal with these issues. Training takes place in the form of post-orientation classes, ongoing one-on-one meetings, monthly team trainings, and agency-wide in-services.

V. Review of Effectiveness in Relation to Program Design/Progress in Relation to IPP Program Outcomes Objectives (from Program Design) Review

Outcome Objective	Review
1. Each participant will meet at least two measurable community living skills objectives as identified in the Individual Support Plan (ISP).	100% of the individuals that had ISP periods ending during the reporting period met at least two objectives. Objective met.
2. On an annual basis, at least 80% of participants will demonstrate success as measured by the maintenance of a community living arrangement.	96% of participants served in SL maintained community living arrangements. Objective met.

VI. Grievances/Special Incidents

Grievances Filed	Special Incident Reports Filed
0	39

Special Incident Reports are reviewed carefully individually and aggregated for trends at the end of each calendar year. Individual staff and/or participant and agency-wide follow-up was provided after each incident as needed. Training and support are continually provided to staff in helping participants to manage their overall health and wellness. The majority of Special Incident Reports last calendar year were related to Emergency Room visits for the same two participants, one has ongoing medical issues that are being addressed, and the other is working with her doctors to try to identify any medical issues/concerns.

VII. 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 6 SL participants, yielding the following results:

- 100% said that CIS services have helped them to have a better life.
- 100% 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:

“My staff is friendly and amazing. They are caring and they are here for me when I need to talk to them.”

“I’m happy with all staff.”

“Happy with the services CIS provides.”

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.”

VIII. Summary of Strengths and Weaknesses and Recommendations for Improvements

Supported Living supports continue to offer the framework that people with significant disabilities need to be able to live in a home of their choice in the community and achieve their maximum independence. Services are being provided successfully and in a satisfactory manner according to the results of this Program Evaluation. Some of the most daunting challenges impacting supported living services currently include the lack of affordable housing, the inability of participants to find IHSS workers, and insufficient SL funding when schedules change or unforeseen circumstances arise.

SL hours are funded based on expected schedules and resources. Challenges arise when there is even a small change in individual support needs or available day supports, generic resources, or natural supports, resulting in the required Supported Living services exceeding the original support structure and funding parameters. These circumstances are brought to the planning team for discussion and brainstorming for solutions often requiring substantial time and effort to adjust funded hours. Ongoing emphasis will be placed on ensuring adequate funding is in place to cover most small fluctuations in support needs without the team having to continually adjust funded hours.

[SharePoint/leadership/program evaluations/SL 2425]