



PROGRAM EVALUATION REPORT
Supported Living (per Title 17, Section 56800)

I. Identifying Information

Agency Name: Community Interface Services
Vendor Number: H39475
Submitted: September 6, 2023

Program Name: Supported Living (SL)
Report Period: July 1, 2022 – June 30, 2023
By: Carmen Stoll, SL Supervisor

II. Aggregate Data on Participants Served

Number of Persons Served	27 Served Total 25 in Supported Living Arrangements 2 in Assessments/Plan Development/Procurement
Needs Encountered	Individual needs encountered during the report period were as varied as the individuals served. Many needs fell into the following service categories: <ul style="list-style-type: none"> -Household/Domestic -Financial -Health and Safety to include COVID-19 related areas -Mobility/Access -Technology/Remote Services Access -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 supports and increasing natural supports/self-reliance as they reach those goals. Each person’s success and self-reliance are evidenced in diverse ways:

	<ul style="list-style-type: none"> • Mike’s wheelchair accessible van needed multiple repairs that were outside of his budget for van maintenance. After reaching out to his alma mater, Vista High School, their Shop Class provided free labor and even a discount on the parts needed. Mike also found a new roommate and adopted a new cat named Venus. • Ron’s sister was able to come visit him and for the first time ever was able to stay at his apartment. • After over a decade on the waiting list, Heather was approved for her Section 8 voucher. • Sean discovered a Bingo game he enjoys attending each week at his local senior center. • Lisa advocated for herself when she wanted a change in her day program and the activities in which she participates. She has since been working with her planning team to find new options for activities she enjoys. She began attending events at the local senior center and has developed wonderful relationships with other seniors. • Nick was able to purchase a dining room table and a commode to make his home more accessible. • After taking some time off due to Covid, Becky restarted her horseback riding lessons and was able to participate in their annual competition. • After budgeting her money, Michelle was able to purchase a SeaWorld annual pass and enjoys going often for exercise and to visit the sea animals. • Erin learned how to use Lift door-to-door transportation independently just in time to start her new paid internship to develop her skills in hopes of getting a job in the future. • Kiley increased her art skills by taking 2 art classes at Mira Costa college. Kiley hopes to use these skills to get a job in the future. • Marc saved his money to rock out with floor tickets to an Elton John concert. • After significant health setbacks, Kathy moved back into her apartment full time. She set up her home the way she had always wanted it and began building a home gym in her bedroom to help her build up her strength.
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III. Support Configurations

CIS provided a variety of SL services to a total of 27 people during the year as follows:

- 25 people were supported to live in their own homes during the year
 - 14 lived with support from rotating staff during the year

- 10 of the 14 lived on their own with rotating staff
- 2 of the 14 are siblings, live together and share staff
- 2 of the 14 are married to each other, live together, and share staff
- 9 lived with a staff roommate for the entire year
- 2 lived with a staff roommate for part of the year and rotating staff for part of the year; additionally, they are married and share overnight staff
- 1 received funding to complete Assessment/Plan only
- 1 received Procurement supports

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 services at Community Interface are provided through the Supported Living unit, with a supervisor and coordinators working directly with Supported Living participants and supervising the direct service staff. 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. These qualifications are assessed through a rigorous screening process including an application documenting education and experience; structured interviews with agency leaders to review skills and experience; a written assessment of judgment in handling participant challenges; participant interviews as needed to ensure compatibility and ability to maintain constructive, appropriate relationships; and reference checks to verify suitability. Upon hire, applicants must pass the background checks noted above. Additionally, the education/experience of applicants for supervisory roles is reviewed to ensure minimum qualifications are met.

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, 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 unit 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.	Community Interface Services provided Supported Living services to 27 participants during this year. Of the 27, 1 participant received only an assessment for Supported Living services and 1 received only procurement supports. Of the remaining 25 participants served, 25 (100%) maintained community living arrangements (22 of those 25 remained in Supported Living situations in the community with Community Interface support, 2 remained in Supported Living situations with another agency, and 1 moved out of the area to live with his brother and started SDP). Objective met.

VI. Grievances/Special Incidents

Grievances Filed	Special Incident Reports Filed
0	31

Special Incident Reports are reviewed carefully on an individual basis 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 (27) of Special Incident Reports last calendar year were related to COVID-19. Ongoing reminders and training were/are provided to participants (and staff) regarding Center for Disease Control COVID information. Other Special Incident Reports were related to medication errors and training was provided to staff to mitigate future incidents.

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.

Questionnaires were completed by 6 SL participants, yielding the following results:

- 100% noted they are happy with the services they received.
- 100% said that they are happy with their support staff.
- 100% said that their services are accessible.

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 17 of Community Interface’s agency wide stakeholders, yielding the following results regarding Community Interface:

- 100% noted positive interactions with supervisors and administrators.
- 100% believed participants are satisfied with supports/services.
- 100% said CIS services are accessible.

Some of the comments from customers were:

“CIS staff are awesome. Creatively, and with compassion, they show great energy in supporting my son.”

“Staff is very good about communicating with families and keeping them updated.”

“I feel like the staff are open and that means they strive, adjust, seek solutions, and communicate. Couldn’t ask for more.”

“I think their creativity and earnest effort on behalf of my son gives me great comfort that he is in good hands.”

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. The services from Community Interface are determined to be 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 and the inability to find staff (including participants being able to find IHSS workers.)

The Supported Living team continued to focus on ensuring the level of support that each person was provided was person-centered and met their individual needs; was necessary, sufficient, and cost effective; and that natural supports and generic resources were utilized as much as possible.

CIS support staff work closely with participants to personalize their homes: finding living arrangements in areas of their choosing, decorating each area of their home to their own liking, and maintaining an appearance that is comfortable for them, while being in an overall safe environment. Efforts were made to find out how each participant wanted to access their community especially during the ongoing pandemic, to match the participant with support staff who would help each person to be as involved as they wanted to be, and work with each person to overcome any barriers that existed. Challenges arise when there is a notable change in individual support needs or available generic resources/natural supports, resulting in the Supported Living services required exceeding the original support structure and funding parameters. These circumstances are brought to the planning team for discussion and brainstorming for solutions. These efforts will be continued, and ongoing emphasis will be placed on ensuring adequate support is available and identifying and hiring quality staff people to provide individualized services to participants.

Services focused on meeting the identified Outcome Objectives from the Program Design. Direct service staff encouraged increased independence and utilization of generic resources, individualized teaching methodologies to accommodate various learning styles, supported participants in maintaining the skills learned as well as their supported living arrangements, and encouraged participants to use their self-advocacy skills to be actively involved in their ISP process. Continued focus will be placed on these areas.

During the ongoing COVID-19 pandemic, many Supported Living participants had an increased and varied need for support. Their perspectives about COVID-19 varied and support was provided to help them objectively learn about the virus, safety considerations, and vaccinations. Natural supports were not as readily available, regular daily activities such as day programs were shut down or had changing availability, community involvement was placed on hold and then changed based on COVID exposures/changing pandemic-related restrictions, and feelings of uncertainty and anxiety continued. People encountered varying levels of exposure and needed support navigating what that meant for them and their support staff, their health needs, and their schedule. A strong emphasis was placed on supporting participants in such a way that they can remain healthy and safe, with a life that might look quite different than before the pandemic but that remained as high-quality as possible. Each person's planning team continues to work collaboratively and creatively to blend funding options to meet individual needs as the restrictions vary and people's individual circumstances change. Community Interface's services emphasized training to all staff and participants regarding COVID-19 and accessing resources in remote and alternate ways. Personal Protective Equipment was made available to individuals who needed it, and communication was increased within planning teams to help everyone stay as safe as possible. Ongoing support will be provided as the pandemic continues.

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