



PROGRAM EVALUATION REPORT

Community Based Day Programs, Independent Living, & Infant Development Programs
(per Title 17, Section 56732)

I. Identifying Information

Agency: Community Interface Services
 Vendor Number: H39507/ H39534
 Submitted by: September 22, 2023

Program Name: CCE V and VI
 Report Period: July 1, 2022 – June 30, 2023
 By: Lora Juarez, CCE Supervisor

II. Evaluation Design

The purpose of this evaluation is to conduct an annual review of the effectiveness of the Career and Community Exploration (CCE) program in relation to the Program Design. The evaluation design 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, and communicated to various stakeholders as needed.

The COVID-19 pandemic continued to impact the CCE program during the last fiscal year. Services continued to transition back to in-person from remote where feasible based on ever-changing COVID-19 pandemic conditions and recommendations, individual comfort level, and availability of work/community locations. Staff availability continued to be a factor in the level of services that were provided. DDS-approved Alternative Services were offered to each CCE participant/family through December 31, 2022. With Alternative Services ending and traditional services building back up, the opportunity was taken to re-imagine CCE services to put additional emphasis on quality, person-centeredness, and independence. Program staff worked with each participant and their team to determine what they wanted their services to look like moving forward. Groups members were put together based upon mutual interests and goals. Sites were secured and schedules created to support activities focused on individual’s interests and goals, and priority was placed on assisting individuals with accessing public transportation. Supports pivoted as needed and adaptability remained key. As a result of this process, the CCE VI program saw a decrease in overall participant enrollment as many participants pursued more individualized tailored supports and CCE V enrollment was zero for the full fiscal year.

III. Effectiveness Review in Relation to Program Design/Participant Objectives

Outcome Objective	Review/Aggregate Data
Each program participant will demonstrate, to the extent that he or she may be able, the ability to apply self-advocacy skills to the development or communication of his/her Individual Support Plan (ISP) as documented on Community Interface’s person-centered planning tools.	Through person-centered planning, meeting preparation activities, and the planning team process, 100% of participants served applied self-advocacy skills and chose the support (objective) areas they wished to focus on. Objective met.

<p>On an annual basis, participants will demonstrate program-related progress by meeting 80% of the objectives identified on ISPs, as measured by aggregate data from semi-annual reports.</p>	<p>Participants attempted a total of 194 objectives for ISP periods that ended during the fiscal year, and 185 (95%) were met.</p> <p>Objective met.</p>
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IV. Actions Taken on Results of the Evaluation

The results of the evaluation demonstrate that CCE V and VI offer high-quality, employment-focused, community-based day program services at locations specific to the participants’ interests. During this past year, participants directed their services by creating a schedule of meaningful and inclusive activities that were both Traditional and Alternative (through December 31, 2022) as well as virtual and in-person. The nature and quality of each participant’s individual experience while receiving services was continually assessed both informally and formally. Schedules were regularly reviewed to ensure services were provided in a safe manner following local, state, and federal guidelines, were aligned with the participants’ needs and wants as well as individual transportation options, met Centers for Medicaid Services Home & Community Based Services (HCBS) Waiver criteria, and provided for full remote and in-person community access.

Continued emphasis is placed on providing services in a truly person-centered manner, with a focus on each person’s goals and dreams. Community Interface was the recipient of HCBS grants from DDS which were used to enhance the person-centered planning process and provide Community Integration Facilitators to focus on the individual’s choice in pursuing community inclusion goals. Staff members are committed to using person-centered planning techniques to assist participants in reaching their hopes and dreams. Each participant uses a person-centered planning tool to create a plan in their preferred method of communication (ex. verbal, pictorial, books, videos, posters, etc.), which the participant then uses at their planning team meeting to share their interests, needs, and desires with the team. Expressed interests are developed into goals and included on the participant’s Individual Service Plan as appropriate. The entire process continues to be a valuable experience for all involved, especially during the challenging times of the last year.

Day program supports incorporate industry best practices and focus on locating employment opportunities in alignment with California’s ‘Employment First Policy’ and other federal and state laws for those interested. Community Interface was the recipient of an HCBS grant from DDS in 2019 which provided for 20 staff to become certified in Customized Employment and 5 staff to become certified in SSA Benefits Planning. A 2020 HCBS Grant provided for a Community Employment Specialist Team. Both grants focus on assisting CCE participants in accessing paid employment opportunities both within group services and as individual placement depending on the desires of the individual. Additionally, ongoing staff training topics continue to include locating volunteer and paid employment opportunities that match the noted interests discovered during the person-centered planning process and maximizing the opportunity for community inclusion at volunteer/work sites and college classes.

Volunteer and paid work are a large focus of services, and through the person-centered planning process and with support from day program staff, some participants have begun to successfully return to work and volunteer at locations of their choosing. Transportation is a substantial barrier for many participants and necessitated a need for increased focused on community safety, transportation advocacy, and mobility training. Nine participants worked in paid employment at

some point during the year at places such as Panera, ChefWorks, WalMart, and Ross. Several other interested participants were supported to access available types of volunteer opportunities.

CIS will continue to provide person-centered, community-based services. Staffing availability remains the biggest challenge in service provision; however, the focus remains on providing individualized quality, person-directed services. The HCBS compliance grant funding mentioned above along with 2021 HCBS grant funding received that focused on community inclusion, provided the ability to enhance the individualized experience for participants within the 3:1 ratio day program, while pursuing individual goals for community inclusion and employment. As a result, CCE services are in full compliance with the federal Centers for Medicare and Medicaid Services' (CMS) Home and Community-Based Services (HCBS) Final Rule that ensures that people with disabilities have full access to, and enjoy the benefits of, community living through long-term services and supports in the most integrated setting of their choosing.

V. Additional Information

Number of People Served during Fiscal Year

A total of 95 people were enrolled in CCE VI: 86 in July 2022 and 61 in June 2023. No CCE V participants were served during the fiscal year.

Results of Satisfaction Surveys

Community Interface Services regularly gathers feedback, both informal and formal, and responds quickly to needs. At the time of annual and semi-annual planning team meetings, participants as well as family members and service coordinators are asked to fill out a questionnaire. Surveys are also available on the agency website for any stakeholders. Participants took part in the Advisory, Safety, & Wellness Committee throughout the fiscal year, which provides an opportunity for input into various aspects of the agency and service design implementation.

Informal feedback, input shared formally at meetings, and responses to more formal questionnaires and surveys are reviewed by the administrative team to determine appropriate responses and any actions required. Overall feedback has been positive.

Questionnaires were completed by 32 CCE 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:

“I like being with Nivine because she always helps me with healthy choices at program when I eat out and helps me pull the cord on the bus.”

“I like the worksites!”

“Beth is my CCE instructor and she's great with my group!”

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% felt participants are satisfied with supports/services.
- 100% said CIS services are accessible.
- 94% overall felt direct service staff do a good job of providing supports and services.

Some of the comments from customers were:

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

“CIS works to provide services that align with my daughter's individual needs.”

“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.”

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