



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

Program Names: Independent Living (IL) & Independent Living Training (ILT)

Vendor Number: H27180

Report Period: July 1, 2022 – June 30, 2023

Date Submitted: September 15, 2023

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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.

The ongoing difficulties of the COVID-19 pandemic continued to impact IL and ILT services. Supports focused on essential and post-pandemic needs and continued to fluctuate between face-to-face and remote depending on the varying pandemic-related restrictions and each participant and staff person’s circumstances. Needs continued to change; participant’s objectives were continually reviewed to ensure the focus was on what was wanted/needed during the ever-changing times. Maintaining adequate levels of staffing continues to be an area of focus.

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 SARs.	-IL participants whose ISP period ended within the fiscal year attempted a total of 505 objectives, and 405 (80%) of these were met. -ILT participants whose ISP period ended within the fiscal year attempted a total of 126 objectives, and 96 (76%) of these were met. Objective partially 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.	IL Services were provided to 201 participants, and 98% percent (197 individuals) 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	Through person-centered planning, meeting preparation activities, and the planning team process, 100% of people served applied self-

ISPs, as documented on the person-centered planning section of the ISP.	advocacy skills and chose the support (objective) areas they wished to focus on. Objective met.
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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. Ongoing staff training was provided during the year about health and safety (general and pandemic related), person-centered thinking and planning in regard to providing person-driven services, as well as about maximizing community access and locating resources based on each person’s interests and needs. Limited agency staff resources coming out of the pandemic were focused on providing essential supports for people living independently rather than on those in ILT who had supports available at home. As such, ILT participants had less time to focus on their individual ISP goals, and the program goal of meeting 80% of the objectives identified on ILT ISPs was not quite met. As staff resources become available, a greater focus will be placed on supporting those who are interested in learning independent living skills in order to move out of their current living situations. 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.

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 independent living arrangements. 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 247 people were served: 200 with IL services only, 46 with ILT services only, and 1 with both ILT and IL services. A total of 198 were served in July 2022, and 188 in June 2023.

Exit Data

Twenty-nine participants exited IL/ILT this fiscal year.

Of the 11 who exited ILT:

- 5 changed to other services with CIS: 4 to Day Your Way and 1 to IL
- 3 declined services
- 2 felt CIS no longer met their needs
- 1 did not receive continued funding from SDRC

Of the 18 who exited IL:

- 5 changed to other services with CIS; 2 to Self Determination Program Individualized Supports (SDP IS) and 3 to Day Your Way (DYW)
- 4 felt CIS no longer met their needs; 1 changed to services to another IL agency
- 1 declined services

- 3 moved out of area
- 3 no longer needed support
- 1 passed away
- 1 moved into a living situation with a higher level of support

Results of Satisfaction Surveys

Community Interface Services regularly gathers informal and formal feedback 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 actively 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 input on all 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 28 IL and ILT participants, yielding the following results:

- 96% noted they are happy with the services they received.
- 100% said that they are happy with their support staff.
- 96% said that their services are accessible.

Some of the comments from participants/family members were:

“Support is always there when I ask. My counselor helps me with any issues or questions I may have. She supported me when I inquired about working again and got the process started for me. Her weekly visits with me are enjoyable and productive, not to mention fun.”

“She is awesome. I have been working with Bridget for many years and she has helped me so much with different issues I faced throughout the years. She is always available...always kind.”

“The services I receive have been beneficial to my life. My support staff is very helpful in many areas of my life.”

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.

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.”