



PROGRAM EVALUATION REPORT

Social Support Facilitation (SSF)

I. Identifying Information

Agency Name: Community Interface Services (CIS)

Vendor Number: PQ4453

Date Submitted: August 31, 2023

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

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II. Aggregate Data on Number of People Served

Eighteen people participated in Social Support Facilitation (SSF) during the report period. Thirteen people completed the project, one decided along with his team not to complete the project, and four were still in process when the report period ended.

III. Types of Participant Needs Encountered During Service Delivery

SSF facilitators continued to encounter a wide variety of needs during the last fiscal year and focused on finding activities that would meet each participant's specific needs and desires, which remained challenging due to the ongoing but lessening impact of the COVID-19 pandemic. While SSF's primary goal is to assist with inclusion into a variety of social activities in the community that meet participants' specific desires, needs, and interest areas, resources were included when appropriate that could benefit the entire family as well. Various interest areas were expressed during the year such as transportation options including public transportation, carpool opportunities and learning how to drive, meet up groups, games and sports, art, horseback riding, music/singing lessons, theater, higher education, and general recreational activities that were free to low-cost. Both in-person and virtual social opportunities were of interest. Several participants also requested support and accommodation to meet unique needs such as adaptive sports for people who have physical limitations or use wheelchairs.

SSF facilitators sought resources not designed for people with disabilities but integrated within the community to give participants the opportunity to meet peers within an age-appropriate, natural setting. Budget and transportation continued to be expressed as barriers to participation. Therefore, free and low-cost activities were located as needed, and activities close to the individual's home were sought when transportation was an issue. Fun and helpful websites were also shared with participants, including those that provided access to virtual and remote services.

As noted, this fiscal year presented some ongoing barriers related to the pandemic, which continued to have impacts on the availability of resources especially due to staffing shortages and the ability to access resources safely not only for people with disabilities locally but for people world-wide. SSF facilitators worked closely with participants and families to creatively meet their community support needs.

IV. Review of Objective Outcomes

Objective 1 Work directly and individually with participants/family members to explore, select, and access social/recreational activities. Provide information for participants/family members aimed at improving access to social/recreation opportunities. As needed, attend initial activity with participant/family members to facilitate long term participation. When requested by SDRC

on a case-by-case basis, evaluate appropriateness of funding an inclusion aide to augment existing generic support including that available as stipulated under the ADA.

Objective Met. SSF facilitators worked directly and individually with each participant/family to explore and locate resources and social/ recreational opportunities and created unique, personalized resource binders. A few resources included:

- Adaptive classes for wheelchair users
- Public libraries that offer a variety of free activities such as homework help, arts and crafts events, anime groups, writing workshops, family game nights, and more
- Community recreation center classes related to art, science, and sports; activities often offer free Inclusion Aides
- Driving classes and information on adaptive driving tools
- Financial assistance and scholarship information for memberships, classes, workshops, and camps
- Volunteer opportunities in areas such as community events, theaters, and libraries
- Virtual, remote and hybrid services offered by various recreational entities

When requested, assistance was provided to families and participants with applying or filling out paperwork; for example, volunteer applications, paratransit applications, and signing up for memberships and classes at community recreation centers.

In addition to individualized resources, packets may include sections like:

- Fun Things to Do Around Your Community
- Volunteer Resources
- Participant and Family Support
- Fun and Helpful Internet Resources
- COVID restrictions/considerations

All packets also included flyers, brochures, applications, releases, and waivers. Information was provided in Spanish as requested. SSF facilitators were available to attend initial events with the participant/family member to facilitate long term participation and evaluate the appropriateness of funding an inclusion aide to augment generic supports on a case-by-case basis at SDRC request and within pandemic safety guidelines and recommendations.

Objective 2 Collaborate with community recreational service providers and advocate for increased access to social/recreational opportunities. Support the inclusion of persons with developmental disabilities in social and recreational activities.

Objective met. SSF facilitators contacted numerous providers in the community throughout the year and had continued success in advocating for participants to be included in social/recreational, vocational, and educational opportunities. Many resources offered discounted rates and accommodations tailored for people with disabilities.

Community providers with whom SSF facilitators collaborated include:

- *RaD North County: Rockin' and Dancing Active Social Group* - A lively group open to adults of all abilities focused on fun activities such as dancing and Music Bingo.

- *SD Club House* – An 18+ group designed to create opportunities to develop friendships by coordinating Meetups for gatherings like seeing a movie or participating in game nights.
- *San Diego Underwater Hockey* - A group surrounding a new up-and-coming sport, open to offering adaptive ways to participate.
- *Driver Rehab Specialists, Inc.* - An organization that offers comprehensive driving evaluations and adaptive drivers training to help individuals with disabilities learn how to drive.
- *Access to Independence* - A cross disability, non-profit corporation that provides services designed to help maximize independence and support people to fully integrate into their communities. Their Escondido location has a driving simulator where people can test and practice their driving skills.
- *San Marcos Parks & Recreation E-Sports League* – Online groups that meet to compete in E-Sports surrounding Mario Kart, Fortnite, Smash Bros Ultimate, Call of Duty, and FIFA.
- *Limitless Adventures* - A non-profit organization that provides outdoor activities such as hiking, surfing, and kayaking for individuals with disabilities, with a mission is to empower individuals, challenge participants to step outside of their comfort zone, provide a community where individuals can meet new friends, and inspire participants to build and develop confidence.
- *United Studios of Self Defense* – A studio dedicated to helping all people learn Self Defense.

Objective 3 Survey Service Coordinators, Participants, and/or Family Members regarding their satisfaction with services and provide summary data in annual program evaluation reports to the San Diego Regional Center.

Objective met. Community Interface Services gathers informal feedback from participants and other customers including Service Coordinators during and at the end of each SSF project. At or after the time of the final presentation, participants and/or family members are also asked to fill out a questionnaire for more formal feedback. In addition, general surveys are available on the agency website and emailed to participants and family members. By gathering feedback continuously throughout the year, Community Interface receives valuable input and can respond quickly to participant and customer needs. All questionnaires and surveys are reviewed by the administrative team to determine appropriate responses and any follow-up actions required.

Participant Feedback

Informal feedback in general is quite positive about SSF services, interaction with staff members, and service accessibility. During this last fiscal year, there were also several acknowledgements about the limited availability of in-person resources at this time due to the pandemic as well as comments about staffing shortages. Survey responses from two participants yielded the following:

- 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/staff are accessible.

A family member shared: “I like the variety and the ability for families to participate together.”

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.”

V. Actions Taken on Results of the Evaluation

Results of the Program Evaluation indicate that SSF services (previously known as Community Support Facilitation (CSF)) have been successful in meeting participants’ expectations and locating resources that participants and family members may not have been able to access on their own, even during the challenging times of the ongoing COVID-19 pandemic. The overall number of people served was higher than the previous year. It is expected that as the aftermath of the pandemic continues to subside, there will be a greater need for support in accessing community resources as many people desire to lessen their social isolation and regain their community connections. In addition, funding has been reestablished for Social Recreational activities, so ongoing support is potentially available for participants to continue to pursue the activities they discover as they explore all their communities have to offer with the initial SSF supports. More participants are expected to be served in the future. SSF services will continue to focus on finding individualized activities for each participant and continue to collaborate with community recreational providers to encourage them to accommodate and include people with disabilities in their activities. SSF facilitators will continue to offer support with filling out applications, assisting with making initial contact and/or attend first time events (in-person or remotely based on safety and other considerations) with participants and family members to assist with establishing initial contacts and setting the stage for ongoing attendance at the events.