



## 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  
 Vendor Number: PQ7186  
 Submitted by: September 13, 2023

Program Name: CIT 1:1  
 Report Period: July 1, 2022 – June 30, 2023  
 By: Lora Juarez, Supervisor

### II. Introduction/Evaluation Design

The purpose of this evaluation is to conduct an annual review of the effectiveness of the Community Integration Training 1:1 (CIT 1:1) 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 ongoing COVID-19 pandemic and aftermath continued to impact the CIT 1:1 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 was a factor in the level of services provided. DDS-approved Alternative Services were offered to each participant/family through December 31, 2022. Support pivoted as needed and adaptability remained key. Participants’ objectives were reviewed regularly to ensure each individual was working on the goals they wanted/needed during the ongoing pandemic and changing conditions. Supports will continue to adjust to meet the evolving needs.

### 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.  <b>Objective met.</b>
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.	Participants attempted a total of 16 objectives for ISP periods that ended during the fiscal year, and 13 (81%) were met.  <b>Objective met.</b>

## **Actions Taken on Results of the Evaluation**

The results of this evaluation demonstrate that CIT 1:1 services have successfully offered a high-quality, community-based, individualized day program at locations specific to the participants' interests; offering the support needed to assist participants in pursuing their goals and dreams. During this past year, participants directed their services by creating a schedule of meaningful and inclusive activities both in-person and remotely. The nature and quality of each participant's individual experience while receiving services was continually assessed both informally and formally. Day program schedules were regularly reviewed to ensure services aligned with the participants' needs and wants, met Centers for Medicaid Services Home & Community Based Services (HCBS) Waiver criteria, and provided for full 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. 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 changing 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. 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. Through the person-centered planning process and support from day program staff, several participants met goals in the areas of volunteering, education, and employment readiness. Support was provided in a variety of ways during the year as people worked toward those goals. One participant worked closely with his team to secure a job as an Administrative Assistant at a local Optometrist after graduating from Palomar College. Another person has been successful working and gaining independence at VONS, and several people are volunteering at places such as food banks and Jewish Family Services. Additionally, support was provided with mobility training and increasing successful social interactions in the community. The CIT 1:1 service design provides participants the opportunity to use services to support goals in multiple areas of their lives and the flexibility to move those supports around as goals change.

The results of this evaluation demonstrate that CIT 1:1 services are being provided successfully and meet individual needs. Community Interface Services will continue to provide person-centered, community-based day program services. The look of the service continues to change to meet the needs of participants in the current environment; however, the focus remains on providing individualized quality, person-directed services.

## **V. Additional Information**

### **Number of People Served during Fiscal Year**

A total of 9 people were served in CIT 1:1; 6 people in July 2022 and 6 in June 2023.

### **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 survey, which is 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 questionnaires and surveys are reviewed by the administrative team to determine appropriate responses and any actions required. Overall feedback has been positive.

#### *CIT Participant Surveys*

Questionnaires were completed by 2 CIT 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:

“Loretta has been my son's resource counselor for a number of years and is absolutely wonderful. She's always very attentive to his needs and approaches him with professional calm when he becomes anxious or upset. We truly appreciate her dedication and positive impact she's had on Ben's life.”

#### *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.”