



## PROGRAM EVALUATION REPORT

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

### Tailored Day Service Option

#### I. Identifying Information

Agency Name: Community Interface Services

Vendor Number: H39534 Subcode TDSO

Date Submitted: September 22, 2023

Program Name: Day Your Way (DYW)

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

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#### II. Introduction/Evaluation Design

The purpose of this evaluation is to conduct a review of the effectiveness of the 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 based on information available at the time of the report, and reports are generated annually. The report is distributed to the vendor and user Regional Centers and the Department of Developmental Services as requested, maintained on file as required, and communicated to stakeholders as needed.

The COVID-19 pandemic continued to have an impact on the DYW program. All services transitioned back to traditional services when Alternative Services ended as of December 31, 2022. Availability of staff remains limited due to the staffing shortage being experienced nationwide. Supports shifted and pivoted as needed and adaptability was key. All participant objectives were continually reviewed to ensure each individual was working on the goals they wanted/needed during the ongoing pandemic. Focus continued on COVID related safety skills and following recommendations/ guidelines from federal, state, and local entities. Supports will continue to adapt to meet evolving needs.

#### III. Review of Effectiveness in Relation to Program Design and 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 whose ISP period ended within the fiscal year attempted a total of 898 objectives, and 804 (90%) of those were met.  <b>Objective met.</b>

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

The results of the program evaluation demonstrate that DYW services were successful during the report year even with the effects of the ongoing COVID-19 pandemic. Service delivery methods were reviewed, and significant, creative approaches were implemented to best meet individual's needs and desires for services. These approaches included providing remote services when possible and requested to support participants to access the 'virtual' community that has become a norm for all. Overall, DYW services will continue to focus on providing high-quality, community-based supports at locations both in-person and virtual specific to the interests of each participant and with safety considerations. The nature and quality of each participant's individual experience while receiving services will be continually assessed. The ongoing interest in services over the last few years demonstrates the need for the amount and type of varied, individualized community supports that Tailored Day Service Options such as DYW can provide. The program allows participants flexibility to access individualized supports in multiple areas of their lives. The recent expansion of available support hours will make this support option even more accessible for those needed more support; however, the new rate setting mechanism of 80% of the 1:2 community-based rate model will likely make the rate unsustainable for providers if the mechanism is not changed.

DYW supports will continue to incorporate industry best practices, and staff remain committed to collaborating with organizations that provide post-secondary education supports to effectively deliver services for participants interested in pursuing higher education and paid internship/employment opportunities for those on a work/career path. DYW activities will continue to be reviewed to ensure they are specific to the identified interests/needs as well as the individualized goals of finding and maintaining paid internships, employment and/or volunteer activities, pursuing secondary education, becoming more integrated/included in the community, and maximizing self-direction. In addition, services will continue to be assessed to ensure they meet Centers for Medicaid Services Home & Community Based Services (HCBS) Waiver criteria, provide for full community access, and are in alignment with California's 'Employment First Policy' as well as other state and federal laws.

An individualized, tailored, and person-centered approach was used to support several participants to reach the Competitive Integrated Employment (CIE) outcome of "Real Work for Real Pay in the Real World." CIE development support included interest/ability assessments, resume development, skill level analysis, and job search assistance. Three job placements were found eligible for the CIE incentive this year; additional placements will be assessed at 30-day, 6-month, and 12-month points to determine CIE incentive eligibility. Six participants were supported to participate in the Paid Internship Program (PIP) this fiscal year. Individualized support was provided for PIP interest exploration, experience/skill assessment, resume development, internship search, task/schedule determination, assistance with completing and coordinating paperwork to establish employment with the financial management service, and on the job support while interning.

Accessibility will continue to be reviewed, particularly in terms of transportation, as it remains the biggest barrier to participating fully in the community.

#### **Additional Information**

##### **Number of People Served**

391 people were served during the fiscal year: 312 people in July 2022, and 282 in June 2023.

## 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 from 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 20 DYW participants, yielding the following results:

- 95% noted they are happy with the services they received.
- 100% said that they are happy with their support staff.
- 95% 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.”

“My worker is always there to support me with any issues I might face. She makes sure that I am well looked after with my health and housing needs as well as benefits I receive.”

“Madi has been a great support provider and has shown a lot of interest in helping me grow as a person, and I am very thankful for this.”

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.”