



PROGRAM EVALUATION REPORT

Supported Living (per Title 17, Section 56800)

I. Identifying Information

Agency Name: Community Interface Services
Vendor Number: H39475
Submitted: September 14, 2018

Program Name: Supported Living (SL)
Report Period: July 1, 2017 – June 30, 2018
By: Autumn Ortiz, SL Supervisor

II. Aggregate Data on Clients Served

Number of Persons Served	53 Served Total 33 in Supported Living Arrangements, 20 in Assessments/Plan Development/Procurement
Needs Encountered	Individual needs encountered during the report period were as varied as the individuals served. Many needs fell into the following service categories: -Household/Domestic -Financial -Health and Safety -Mobility/Access -Communication -Social/Emotional/Sensory -Personal Care -Community Involvement -Home Maintenance -Shopping -Health/Exercise -Meal Preparation -Service Animal/Pet Care -Medication -Problem Solving -Needs Re-assessment -Support Structure Modification -Accessing Generic Resources -Bed Bug Mitigation -Overnight Supports
Decreases in Paid Supports and Increases in Natural Supports/Self-Reliance	Clients receiving Supported Living services need varying levels of assistance to achieve their goals. Community Interface supports each client based on his or her individual needs and emphasizes the importance of decreasing paid supports and increasing natural supports/self reliance as they reach those goals. Each client's success is evidenced in different ways and

the following highlights are just some of the many examples during the year where clients demonstrated accomplishments, often involving decreases in paid supports, increases in natural supports, and increases in self-reliance:

- Ron's support team has been assisting him to clean, organize, and declutter his apartment, something he has not been able to do or open to doing before. In doing so, he identified on his own several DVDs that he no longer watches and chose to donate them all to the local senior center. His donation revived their movie rental department. It was such a significant donation and they were so thrilled by the vast selection, they honored him at a luncheon at the Ramona Senior Center.
- Austin, with the support of his staff and natural supports, was able to plan, save for, and organize a commitment ceremony with his longtime girlfriend at the beach. They had a full reception with dinner, dancing, family, and friends. With the support of his staff, Austin and his new wife stayed at the beach for a few days for their honeymoon.
- Chris has worked closely with his support team to be able to safely do the travelling he likes to do. He was able to successfully visit Portland on his own and is planning a big trip to New York City. He has also taken several weekend trips throughout California, and is now able to plan and take these trips on his own with occasional check-ins with his support team for budget, time management, and safety brainstorming.
- Mike, Angie, and Lisa performed with their dance group at the Lawrence Welk Resort and the San Diego County Fair. Their support staff helped them to make arrangements to attend practices, rehearse the routines at home, and participate in each event throughout the county. They relied on natural supports throughout the events, as specific needs came up. Overall, they have each significantly increased their social connection with their community through these events.
- Heather took her second solo trip to visit her sister in Oregon. She enjoyed the planning process with her support team leading up to the trip and the time she was able to spend with her sister, nieces, and cousins. This

	<p>year, she was able to plan and prepare for some aspects of the trip on her own.</p> <ul style="list-style-type: none"> • Lucy went to visit her mom for Mother's Day in Oregon by herself and was able to independently plan the trip more than she has in the past, with some help from natural supports. She has also been attending off-Broadway plays and going to theme parks with her friends and Supported Living staff; she has been working on planning these activities independently. • Katy started therapeutic horseback riding lessons at Ivey Ranch, something she has never done before. She has a great connection with the horses and the trainers. It is clear she has been thoroughly enjoying the entire experience and is becoming increasingly more reliant on her trainers instead of her SL staff. She is also improving in her riding abilities. • Mark took a road trip with support staff this summer all throughout the United States. He visited New York, Las Vegas, Texas, and Arizona, among other places. He says his favorite part was riding roller coasters across the country. • Linda started Supported Living services this year and was able to attend the People First conference in Sacramento with the help of her SL support staff. She has attended conferences in the past but has missed parts because her support needs were not always met during her time there. Her SL team arranged for a Hoyer lift to be at her hotel when she arrived, so her personal care needs could be safely met during her stay and she was able to fully participate in the event this year. • Allison encountered barriers this year at her job, her supervisor had concerns about her safety at work if she had a seizure. Allison and her SL staff contacted the Epilepsy Society to help her put together a specific plan outlining how to support her if she had a seizure while working. Allison and the Epilepsy Society presented this plan at her workplace to educate her supervisors and coworkers about seizures and ways to support individuals with Epilepsy. This plan allows Allison to continue to work safely and alleviated her employer's concerns.
--	--

III. Support Configurations

CIS provided a variety of SL services to a total of 53 people during the fiscal year as follows:

- 33 people were supported to live in their own homes
 - 21 lived with a staff roommate
 - 2 lived with a spouse/significant other and staff roommate
 - 10 lived with support from rotating staff (2 of the 10 lived together with rotating staff)
- 3 people received assessment/plan development services and are set to start with Supported Living situations in the community with CIS support
- 7 people completed their assessments and are in the plan development process
- 10 people completed the assessment and/or plan development phase but chose not to/were not able to pursue SL at this time. (Two people passed away, four people did not want/require as high a level of support as SL level provides, and four required a higher level of support than SL could provide.)

Often, the purpose of the assessment/plan development is to assist the team in identifying what supports might be needed for a person and what staffing configurations would best meet the person's needs and Supported Living services do not necessarily start at the completion of the assessment/plan development but might be a future option.

IV. Aggregate Data of Staff Qualifications and Training

Applicants for employment with Community Interface Services are screened through a rigorous process including staff member interviews, client interviews, site visits, and reference verifications. All job offers are contingent on the employee passing the agency's screenings. All Supported Living positions require the following minimum staff member qualifications, skills, or education, to ensure that direct service personnel provide the highest quality support possible to clients in the Supported Living program:

- The skill, training, or education to do the following:
 - establish and maintain constructive and appropriate relationships with clients
 - minimize risks of endangerment to the health, safety, and well-being of clients
 - complete certification in first aid and cardiopulmonary resuscitation and operate a 24-hour emergency assistance system, as appropriate to the need with respect to any specific client (after appropriate training)
 - achieve the intended results of the service being performed
- Current and valid licenses, certificates, or registrations legally required to provide service
- Demonstrated dependability and personal integrity, as verified by employment and character references
- Valid California driver's license, motor vehicle insurance, a safe driving record, and a vehicle in safe working condition if driving for work
- Confirmation of a passing TB test and drug screening

- Fingerprint clearance(s) through the Department of Justice (and Federal Bureau of Investigation if appropriate) and clearance through the Office of Inspector General, the Medicaid Excluded Providers list, and the National Sex Offender Public Website
- Willingness to adhere to and support Community Interface Service's philosophical orientation regarding service delivery

Community Interface provides high-quality training to all staff providing Supported Living Services. Trainers include clients, supervisors, and coworkers. New employee orientation training topics include an overview of Community Interface Service's mission, policies, practices, and philosophy as well as Positive Behavioral Intervention techniques and CPR/First Aid certification. Post orientation classes involve training on curriculum development, paperwork, and customer service. Ongoing staff training topics include procedures and practices used by the agency to enable clients to meet IPP/Supported Living plan objectives, service delivery issues, challenges and successes, and methods to deal with these issues. Training takes place in the form of ongoing one-on-one staffings, monthly unit trainings, and agency wide in-services.

Supported Living services at Community Interface are provided through the Supported Living unit, with a supervisor and coordinators working directly with Supported Living clients and supervising the direct service staff. Supervisors and coordinators are generally required to have three years of experience in a human services delivery system, including at least one year in a comparable program or a bachelor's degree in a human services related field; the demonstrated ability to provide staff member training, supervision, and planning; the ability to effectively communicate with adults having developmental disabilities; strong communication and organizational skills; and the ability to function effectively in pressure/crisis situations.

	Average Years Education	Average Years Experience
Directors/Supervisors/Coordinators	15.25	8.89
Direct Service Staff	13.85	5.09

V. Review of Effectiveness in Relation to Program Design/Progress in Relation to IPP

Program Outcomes Objectives (from Program Design) Review

Outcome Objective	Review
1. Each participant will meet at least two measurable community living skills objectives as identified in the Individual Support Plan (ISP).	100% of the individuals that had ISP periods ending during the reporting period met at least two objectives. Objective met.
2. On an annual basis, at least 80% of clients will demonstrate success as measured by the maintenance of a community living arrangement.	Community Interface Services provided Supported Living services to 53 clients during this fiscal year. Of the 53, 20 clients received only assessment/plan development/procurement Supported Living services. Of the remaining 33 clients served,

	<p>30 (91%) maintained Supported Living situations in the community with Community Interface support, 1 (3%) maintained a Supported Living situation with another agency, and 2 (6%) moved out of state and in with family.</p> <p>Objective met.</p>
--	---

VI. Grievances/Special Incidents

Grievances Filed	Special Incident Reports Filed
0	31

Most Special Incident Reports were related to medication not being taken appropriately. In some instances, the client required staff support to take the medication and the protocol was not followed. In others, the client regularly took medication independently and did not follow the prescription, either by choice or by accident.

Each incident was reviewed carefully after its occurrence. Issues leading to the protocol/prescription not being followed were identified and a variety of corrections were explored. Individual staff and/or client as well as agency-wide follow-up was provided after each incident as needed. Training and discipline was provided to staff as needed. General and specific medication protocols continue to be regularly reviewed with staff, and individual medication support plans were reviewed with the planning team members and medical providers. For clients who take medication on their own, prescriptions and plans were reviewed. Various medication options such as individual medication packets and preloaded liquid medication were explored, as well as visual aids and text reminders. Support will continue to be provided in these areas.

VII. Results of Satisfaction Surveys

Community Interface Services gathers feedback from clients and other customers continuously throughout the year. At the time of annual and semi-annual planning team meetings, clients and other customers, including family members, employers, and other service providers, are asked to fill out a questionnaire. The surveys are also available on the agency website. By gathering feedback continuously throughout the year, Community Interface receives a great amount of input and is able to respond quickly to needs. All responses are reviewed by the administrative team to determine appropriate responses and any actions required.

Of the 23 Supported Living clients that completed surveys during the fiscal year:

- 100% said they are happy with the services they are receiving
- 100% said they are learning to advocate for themselves and make decisions
- 100% said they are happy with the CIS staff that works with them
- 100% indicated happiness with their home's location, decoration, appearance, cleanliness

Some of the comments were:

“Yeah, it’s awesome.”

“I want to stay here.”

Customer Satisfaction Surveys were completed by 118 of Community Interface’s agency-wide stakeholders, yielding the following results:

- 99% felt clients are satisfied with supports/services
- 99% felt direct service staff do a good job of providing supports/service
- 98% noted positive interactions with supervisors and administrators
- 96% indicated that services, meetings, offices, etc. were accessible.

Some of the comments from customers were:

“Outstanding, caring, great follow up and reliable.”

“Excellent support as needed.”

VIII. Summary of Strengths and Weaknesses and Recommendations for Improvements

Supported Living supports continue to offer the framework that people with significant disabilities need to be able to live in a home of their choice in the community of their choice and achieve their maximum independence. The services from Community Interface continue to be provided successfully and in a satisfactory manner according to the results of this Program Evaluation.

The Supported Living team continued to focus on ensuring the level of support that each person was provided was person-centered and met his or her individual needs; was necessary, sufficient, and cost effective; and that natural supports were utilized as much as possible. CIS support staff work closely with clients to personalize their homes, to find living arrangements in areas of their choosing, to decorate to their own liking, and to maintain an appearance that is comfortable for them, while being safe overall. Efforts were made to find out how each client wanted to access their community, to match the client with support staff who would help each person to be as involved as they wanted to be and work with each person to overcome any barriers that existed. These efforts will be continued, and ongoing emphasis will be placed on supporting people to be as active in their communities as they would like, to attend planned social events, join friends or acquaintances for formal or casual ‘get togethers,’ and to host social events if they are interested. Services will also continue to focus on emergency preparedness, and supports will be provided to create emergency plans, and to practice those plans regularly.

Services focused on meeting the identified Outcome Objectives from the Program Design. Direct service staff encouraged increased independence and utilization of generic resources, employed individualized teaching methodologies to accommodate various learning styles, supported clients in maintaining the skills learned as well as their Supported Living arrangements, and encouraged clients to use their self-advocacy skills to be actively involved in their ISP process. Continued focus will be placed in these areas. A strong emphasis was placed upon supporting clients in such a way as they can remain healthy and safe, while pursuing their goals. Ongoing training is provided to all staff regarding Person-Centered Planning, so that all services are provided to clients in a way that centers around their hopes, wishes, and dreams. Community Interface’s services will continue to be person-centered and strengths-focused so each individual can live as independently as possible.