



**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: H39507/ H39534  
 Date Submitted: September 30, 2018

Program Name: CIT V/CIT VI  
 Report Period: July 1, 2017 – June 30, 2018  
 By: Kristine Simpson, CIT Supervisor

**II. 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 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.

**III. Effectiveness Review in Relation to Program Design/Client Objectives**

<b>Outcome Objective</b>	<b>Review/Aggregate Data</b>
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 clients served applied self-advocacy skills and chose the support (objective) areas they wished to focus on.  <b>Objective met.</b>
On an annual basis, clients will demonstrate program-related progress by meeting 80% of the objectives identified on ISPs, as measured by aggregate data from semi-annual reports.	During the fiscal year, clients attempted a total of 382 objectives for ISP periods that ended during the fiscal year, and 310 (81%) were met.  <b>Objective met.</b>

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

CIT V/VI offers a high-quality, employment-focused, day program in the clients’ communities at locations specific to their interests. During this past year, staff members worked closely with each client to create a schedule of activities meaningful to that particular individual. The nature and quality of each client’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 clients’ 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. Community Interface was the recipient of HCBS grant funds from DDS and over the last year was able to enhance the person-centered planning process used to support clients to identify their hopes and dreams. Formal training was provided for all staff members about person-centered thinking and planning and about how to use an ongoing person-centered approach that emphasizes each client's choice in the day program schedule, day-to-day activities, and goals. Interested clients worked directly with a designated Person-Centered Planning Facilitator to identify their interests, explore their dreams, determine their needs, and communicate their desires for what they wanted to get out of their day program experience. Each client created a plan in their preferred method of communication (ex. verbal, pictorial, books, videos, posters, etc.), which the client then used at their planning team meeting to share their interests, needs, and desires with the team. Expressed interests were developed into goals that were included on the client's Individual Service Plan as appropriate. The entire process was an in-depth, valuable experience for all involved.

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 job sites 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.

The results of this evaluation demonstrate that day program services are provided successfully and meet client needs. Community Interface Services will continue to provide person-centered, community-based day program services. In recent years, day program services have been provided primarily in the North San Diego County area. During this next year, Community Interface plans to explore other areas of San Diego County where services may be needed.

## **V. Additional Information**

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

A total of 182 people were enrolled in CIT VI: 148 in July 2017 and 155 in June 2018. Two people were enrolled in CIT V for the entire duration of the fiscal year.

### **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, clients 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. Clients participated 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.

Of the 74 clients receiving CIT services that completed questionnaires:

- 100% said they like being in day program.

- 100% said they are learning what they want to.
- 93% stated they are comfortable at their meetings.
- 99% said they like their worksites.

Some of the comments were:

“I like my coworkers, my RC, my job sites, and getting paychecks.”

“Heck Yes!”

“I love to be 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:

“...they are all good people.”

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

“Excellent support as needed.”

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