



## PROGRAM EVALUATION REPORT

### Social Support Facilitation

#### I. Identifying Information

Agency Name: Community Interface Services

Vendor Number: PQ4453

Date Submitted: August 31, 2016

Program Name: Social Support Facilitation

Report Period: July 1, 2015 – June 30, 2016

By: Ashley Floyd, SSF Supervisor

#### II. Aggregate Data on Number of Clients Served

Twenty-seven clients participated in Social Support Facilitation (SSF) during the report period. Nineteen participants completed the project, six were still in process when the report period ended, and two participants did not return contact calls, so the cases were closed by service coordinators.

#### III. Types of Client Needs Encountered During Service Delivery

SSF facilitators continued to encounter many different needs during the last fiscal year and focused on finding activities that would meet each participant's specific needs and desires. Some examples of need areas encountered were: low-impact sports for a participant with asthma who cannot run or be active for a long period of time, social activities that were available during very particular times during evenings and weekends for a person with autism who had a rigorous schedule of therapy every day during the week, and social activities that provided support to encourage participants to interact with each other and learn socialization skills.

Very unique interests/ recreational requests were accommodated and explored. For example, a volunteer position was located with a company that rescues bulldogs, and resources were gathered to support a participant to certify his cat as a therapy cat so that he and his cat could volunteer together. Focus was placed on finding resources that were not specifically designed for people with disabilities but rather 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 to low cost activities were located as needed, and resources located close to the individual client's home were the main focus when transportation was an issue.

While SSF's primary goal is to integrate clients into mainstream social activities that meet their specific desires and needs, resources were included when appropriate that could benefit the entire family in the "Client/Family Support" section of the resource binder provided to each participant.

#### IV. Review of Outcome Objectives Identified in Service Provider Agreement

##### Outcomes Objectives (from Service Provider Agreement) Review

Outcome Objective	Review
<p>1. Work directly and individually with clients/family members to explore, select, and access social/recreational activities. Provide information for clients/family members aimed at improving access to social/recreation opportunities. As needed, attend initial activity with client/family member to facilitate long term participation. When requested by SDRC on a case-by-case basis, evaluate appropriateness of funding an inclusion aid to augment existing generic support including that available as stipulated under the ADA.</p>	<p>SSF facilitators worked with clients and family members to create unique, personalized resource binders.</p> <p>A few of the specific resources included: a karate class with a free private initial lesson and observation of a group class to slowly introduce the client to the class to see if it was something he wanted to do, a music class that offers 1:1 peer coaches in a group setting, community recreation center classes such as a free cooking classes for youth and activities that offer ‘Inclusion Aides’ for free, dirt bike riding classes, and information on driving schools that offer specialized courses in behind-the-wheel training for people who have disabilities.</p> <p>In addition to the individualized resources, most packets included sections titled “Fun Things To Do Around Your Community,” “Volunteer Resources,” “Client and Family Support,” and “Fun and Helpful Internet Resources.”</p> <p>All packets included flyers, brochures, applications, releases, and waivers. SSF facilitators were available to attend initial events with the client/family member in order to facilitate long term participation and evaluate the appropriateness of funding an inclusion aid to augment generic supports on a case-by-case basis when requested by SDRC.</p> <p>Objective met.</p>

Outcome Objective	Review
<p>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.</p>	<p>SSF facilitators contacted numerous recreational providers throughout the year and had continued success in advocating for clients to be included in both recreational and educational opportunities. Many resources offered discounted rates and accommodations tailored for people with disabilities.</p> <p>Community providers with whom SSF facilitators collaborated include:  <i>The STARS Theater Arts</i> (inclusive theatre workshops)  <i>San Diego Humane Society</i> (volunteer opportunities)  <i>School of Rock</i> (private and group music lessons)  <i>Orion Martial Arts &amp; Supply</i> (low-cost martial arts lessons)  <i>Inner Dancers</i> (low-cost dance classes)  <i>North County Transit District</i> (information about public transportation/public meetings in North County San Diego)  <i>So Cal Surf</i> (low-cost/group surf lessons)  <i>La Costa Youth Organizations</i> (youth baseball leagues)</p> <p>Objective met.</p>
<p>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</p>	<p>See the “Addendum to Objective 3: Results of Satisfaction Surveys” listed below.</p> <p>Objective met.</p>

### **Addendum to Objective 3: Results of Satisfaction Surveys**

Community Interface Services gathers feedback from clients and other customers continuously throughout the year. At or after the time of the final presentation, clients and/or family members 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 valuable input and is able to respond quickly to client and customer needs. All questionnaires and surveys are reviewed by the administrative team to determine appropriate responses and any actions required.

Questionnaires were completed by 12 out of the 19 SSF participants that completed the project, yielding the following results:

- 100% noted they are happy with the services they received.
- 100% said the activities presented matched their interests.
- 100% stated the resources provided were helpful.
- 92% planned to access an activity within the month after completing the project.

Some of the comments from participants/family members were:

“Thank you for all the possible activities you provided, I’m amazed at how many there are.”

“Athena did an incredibly thorough job researching activities that matched Liam’s interests and providing helpful information about each activity. Thank you!”

“I am so excited about all the fun activities that are available for my son! I am so grateful for this resource! Thank you!”

“Wonderful collection of resources that we will be able to use for many activities. This is a must have for families with special needs.”

Customer Satisfaction Surveys were completed by 107 of Community Interface’s agency wide stakeholders, yielding the following results:

- 100% felt Community Interface’s clients are satisfied with supports/services.
- 99% have had positive interactions with Community Interface’s supervisory and administrative staff.
- 100% overall felt Community Interface’s direct service staff do a good job of providing supports and service.
- 96% indicated that Community Interface’s services, meetings, offices etc. were accessible to customers and clients.

Some of the comments from customers were:

“You are an amazing and compassionate group of people, I salute you for your efforts and love.”

“Our daughter feels better about herself when she handles her needs independently and as her parents, we feel relieved with less duties especially as we become older.”

“Very professional, concerned staff hard working and committed to quality.”

“Staff are great and accommodating – thank you!”

“Fantastic staff, caring and involved in goals/objectives.”

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

Results of the Program Evaluation indicate that SSF services have been successful in meeting participants’ expectations by introducing them to activities that met their needs and preferences. 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. Facilitators will continue to offer to attend first time events with clients and family members to assist with establishing initial contacts and setting the stage for ongoing attendance at the events.