



PROGRAM EVALUATION REPORT
Supported Living (per Title 17, Section 56800)

I. Identifying Information

Agency Name: Community Interface Services
Vendor Number: H39475
Submitted: September 15, 2016

Program Name: Supported Living (SL)
Report Period: July 1, 2015 – June 30, 2016
By: Autumn Ortiz, SL Supervisor

II. Aggregate Data on Clients Served

Number of Persons Served	42
Needs Encountered	<p>Individual needs encountered during the report period were as varied as the individuals served. Many needs fell into the following service categories:</p> <ul style="list-style-type: none"> -Household/Domestic -Financial -Health and Safety -Mobility/Access -Communication -Social/Emotional/Sensory -Personal Care -Community Involvement -Household Maintenance -Shopping -Health/Exercise -Meal Preparation -Service Animal/Pet Care -Medication -Problem Solving -Needs Re-assessment -Support Structure Modification -Accessing Generic Resources -Overnight Supports
Decreases in Paid Supports and Increases in Natural Supports/Self-Reliance	<p>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 needed minimal or no support:</p>

Austin continued to work at Goodwill and received a promotion to the transportation department. He became the assistant on the Goodwill truck, which moves donated items throughout the county. Working on the truck had been a goal of Austin's for a long time, and he said he was quite proud of reaching his goal. His work hours varied significantly from day to day so his Supported Living staff worked closely with him to coordinate his transportation and daily schedule so he could be as successful as possible in his career.

Chris went to the People First Conference in Sacramento, an important annual event for him. He planned the details of his trip with support from his team and then travelled on his own by train first to Portland and then on to Sacramento for the conference. He appeared to thoroughly enjoy his trip. The pre trip organization and daily check ins he received from his team seemed to provide the support he needed to safely and happily return home as planned. He hopes for another trip in October.

Dominic went to a Trisomy 18 conference, as he does every year, to share with others his life experience with Trisomy 18. He worked with his support staff to prepare for the conference and plans to continue to attend these events.

Mike and Angie participated in a ski trip with Sports for Exceptional Athletes in Big Bear. They also spent time vacationing with each other and their families this year. They are already working with support staff to plan for future trips.

Nick's neurosurgeon asked him to participate in a presentation to medical professionals on how Botox has helped his muscle spasms. With encouragement and coordination support, Nick took a day off from work to travel to Irvine for the presentation. Nick continues to spend time with his mom on weekends.

Mark mentioned he wanted to go on a vacation so his support staff worked out the details with him and he was able to go on a trip to see cities and landmarks he had never been before.

Aya moved into her new condo in Mission Valley and worked with her roommate to learn more about her community, become familiar with the new area, and make new friends.

Allison followed her budget; she independently tracked her expenses and ensured she didn't overspend. She is proud of what she learned and feels good using the budgeting tools and techniques she developed with her support staff.

	<p>Stephanie is settling into her new home. She seems to have enjoyed learning about the resources in her new community and is taking ballet classes at a neighborhood studio.</p> <p>Travis began Supported Living services with CIS this year. He connected with his roommate, and seemed pleased with the support he received. He continued to independently access his community each weekend for shopping and exercise. Travis also started taking his medication without reminders from staff.</p> <p>Ron continued to advocate for himself at doctor’s appointments with his support staff. He meets with his brother every Friday for coffee or lunch and seems to be enjoying this relationship.</p>
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III. Support Configurations

Of the 42 people served, 29 maintained supported living situations in the community with Community Interface Services supports, and three received assessment/plan development services and then started supported living situations in the community with Community Interface Services supports. 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.

The remaining ten received assessment/plan development services only from Community Interface Services and did not require supported living services at the time. Of the ten who had received only assessment/plan development services, four transitioned to or maintained independent living situation in the community rather than supported living, three decided to delay the start of supported living as the housing was unaffordable for their circumstances and time was needed to save money and plan for supported living, one maintained her living situation in a skilled nursing facility as her support needs exceeded the type and amount of funding available through supported living, one person continued living with her parents who are pursuing supported living as parent vendors and one wanted significantly more supports than the assessment/plan determined were needed and so pursued alternate living arrangements.

Lived with a staff roommate	23
Lived with spouse/significant other and staff roommate	2
Lived with support from rotating staff	7

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 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 Services 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 with Supported Living clients and supervising the direct service staff. Supervisors and coordinators are required, at a minimum, 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	16	9.29
Direct Service Staff	14.02	6.82

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 42 clients during this fiscal year. Of the 42, 10 clients received only assessment/plan development Supported Living services. Of the remaining 32 clients served, 32 (100%) maintained Supported Living situations in the community with Community Interface support. Objective met.

VI. Grievances/Special Incidents

Grievances Filed	Special Incident Reports Filed
0	21

The majority of Special Incident Reports were generated as a result of relatively minor injuries, incidents that were behavioral in nature (mostly involving people who had behavioral support plans in place), or medication related issues. Individual and/or agency-wide follow-up was provided after each incident as needed.

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 nine 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 developing the skills they want to learn
- 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 % noted there was nothing they would like to change about their services
- 89 % said they were happy with their home (The one person who noted she was not happy with her home would ideally like to live in a particular apartment complex that does not accept the rental subsidy she requires in order to be able to afford her housing; her support staff will continue to help her explore other affordable options.)

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 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.”

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 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 met his or her needs; was necessary, sufficient, and cost effective; and that natural supports were utilized as much as possible. Efforts were made to focus on how each client wanted to access their community and supports were put into place to overcome any barriers that existed. In addition, a strong emphasis was placed upon supporting clients in such a way as they are able to remain healthy and safe, while pursuing their goals. These efforts will be continued.

Services focused on meeting the identified Outcome Objectives from the Program Design and will continue to do so. Direct service staff will continue to encourage increased independence and utilization of generic resources, individualize teaching methodologies to accommodate various learning styles, support clients in maintaining the skills learned as well as their supported living arrangements, and encourage clients to use their self-advocacy skills to be actively involved in their ISP process. Community Interface’s services will continue to be person centered and strength focused so each individual can live as independently as possible.