

The Independent Living Association (ILA) supports Independent Living (IL) owners, residents and the community by promoting high quality Independent Livings. In the second year of the program, the ILA focused on a number of important components, including:

- *Expand the Impact of the ILA.*
- *Ensure Meaningful Membership Criteria.*
- *Uphold the Quality Standards.*
- *Operate a valued ILA Directory.*
- *Support and Refine the Peer Review Accountability Team (PRAT).*
- *Conduct Education and Training.*
- *Engage in Advocacy/Systems Change.*

OVERVIEW OF THE EVALUATION

This second year evaluation of the ILA relies on multiple methods, both quantitative and qualitative, including focus groups, data generated from a survey of users of the ILA Online Directory, data on website use patterns using Google Analytics, observations of PRAT inspections, pre- and post-tests to measure knowledge gained through the training courses, participant evaluations of the training courses and a review of program documents and progress reports.

EVALUATION FINDINGS

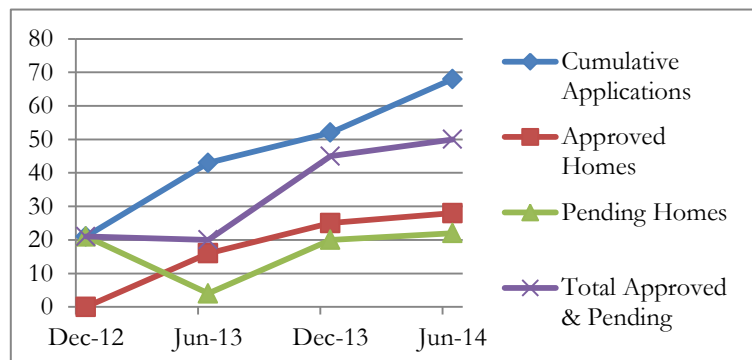
The ILA evaluation found that all the components of the project have been implemented successfully and on schedule. Key stakeholders, owners, residents, and community members universally report positive outcomes of the ILA and the benefits they have experienced as a result of the ILA's activities.

“The ILA helped me reach my recovery goals – because I would be homeless again without this affordable option”

ILA Membership. As of the end of June 2014, the ILA has recruited a total of 68 member applicants. There are 28 approved members listed in the online directory, with 22 pending member applicants and 18 former applicants who did not complete/meet the full membership process. Owners report benefits from ILA membership, universally commenting on the professionalism of the staff and the increased number of referrals as a result of joining the ILA, which they attribute to being a member and the positive publicity that ILs are receiving.

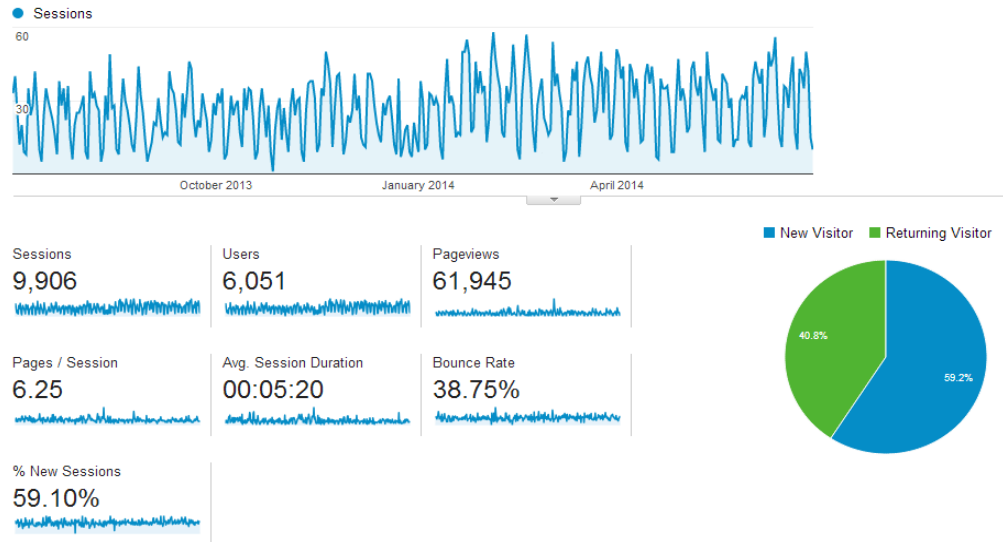
Quality Standards and PRAT. The ILA developed the Quality Standards and the PRAT process by incorporating best practices as well as feedback from owners, residents and community stakeholders. Thus far, 44 PRAT inspections have been conducted: 38 of which met Quality Standards upon first inspection and 6 which have been advised and coached on changes needed to be made to meet ILA Quality Standards.

In addition, 15 annual re-inspections have been conducted, of which 11 passed upon inspection and 4 are no longer approved members of the ILA. The PRAT inspection process was revised in Fiscal Year 2013/14 as a result of lessons learned in the first year of operations. Changes have streamlined the process and assisted in calibrating the evaluation results amongst PRAT team members.



ILA Online Directory.

Information from Google Analytics shows a robust level of traffic on the website (www.ilasd.org) and a low Bounce Rate (the proportion of users who view only one page on the website and leave). Based on focus groups and information from an on-line survey, website users, members of the Work Team, and owners are able to find the content they are seeking (primarily information on IL homes) and are able to navigate the structure of the ILA Online Directory.



Education and Training. In Fiscal Year 2013/14, a total of 490 people have participated in all ILA community outreach and education events. 13 formal training courses were offered serving 153 participants across San Diego County. The average change between the pre- and post-test scores for all training courses was 24.6 percentage points, exceeding the goal of increasing knowledge by 10%. Based on their evaluations, training participants were very satisfied with the course content and trainers and all 153 participants unanimously reported that they would recommend the ILA trainings to others.

Advocacy/Systems Change. The ILA analyzed relevant municipal codes locally to track how municipalities view shared living environments and to better understand how code enforcement interacts with Independent Livings. As a result of our findings, materials were developed through several trainings, focused on communicating and advocating for the legal basis for Independent Livings.

CONCLUSION AND RECOMMENDATIONS

This evaluation process clearly outlines the continued positive impact of the ILA in its second year of operation. To keep the momentum built in the first two years of ILA operations, the following recommendations are offered for the third and final year of this pilot project (July 1, 2014 to June 30, 2015) which will allow the ILA to transition into an ongoing, sustainable Association:

- Increase the number of Independent Livings that meet the quality standards and can maintain those standards over time.
- Increase collaboration with key stakeholders and partners committed to high quality shared housing options, with the guidance of the Social Network analysis. This includes local hospitals and health-care organizations, law enforcement, consumers/family members, and behavioral health service providers.
- Clearly identify and communicate the sustainability plan for the ILA as it moves from a pilot project to an established community resource in the health/behavioral health community.
- Continued communication and collaboration with owners who remain concerned that the ILA will become more of a regulatory agency and increase their costs of operation by having to meet the Quality Standards.

For a full copy of this evaluation report, please visit www.ilasd.org

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