

The Independent Living Association (ILA) supports Independent Living (IL) owners, residents and the community by promoting high quality Independent Livings. In the third 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 third 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.

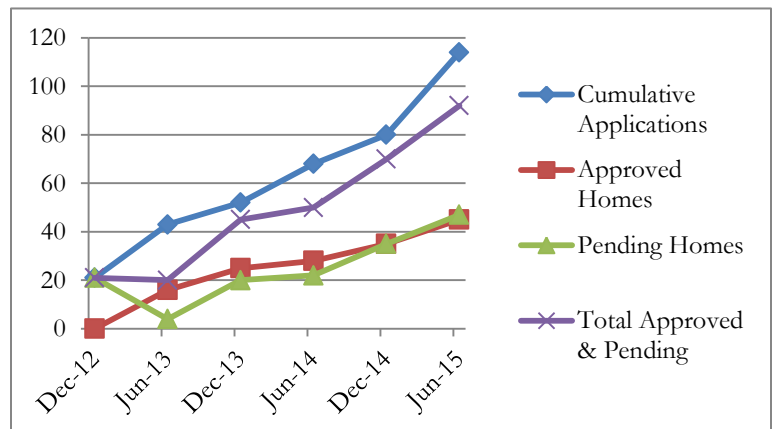
EVALUATION FINDINGS

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 have been very pleased with the outcomes of the ILA and what they perceive to be the benefits to them.

“Before I came to my [Independent Living] home I had a lot of anxiety and fear from being homeless. Now I feel like there is hope for my future.”

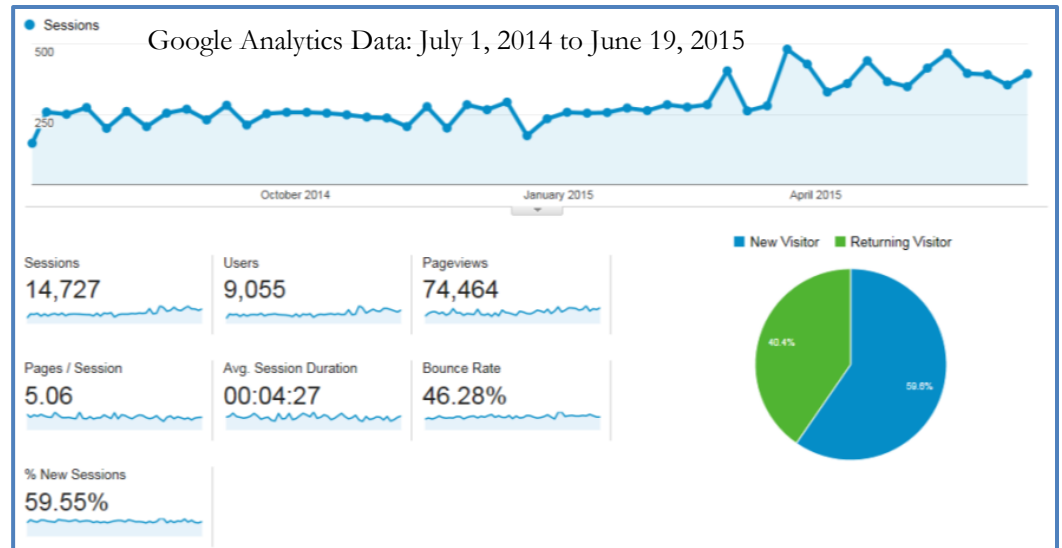
ILA Membership. As of the end of June 2015, the ILA has recruited a total of 80 member applicants. There are 46 approved members listed in the online directory (representing 370 beds), with 47 pending member applicants and 1 former applicant who did not complete/meet the full membership process. Owners are happy with the support they receive from ILA and the professionalism of the staff. Owners continue to describe a high number of referrals as a result of joining the ILA, which is attributed to both the online directory as well as the growing number of referral sources who are familiar with the ILA.

Quality Standards and PRAT. The ILA developed, and continues to refine the PRAT process by incorporating best practices as well as feedback from owners, residents and community stakeholders. In the 2014/15 Fiscal Year, 54 PRAT inspections have been conducted (including follow-up visits): 22 inspected homes met Quality Standards upon first inspection and 24 homes have been advised and coached on changes needed to be made to meet ILA Quality Standards.



ILA Online Directory.

Google Analytics Reports demonstrate significantly increasing levels of use of the website www.ilasd.org (a 46% increase over last year) 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, members of the Work Team, owners, and users are happy with the content and structure of the ILA Online Directory.



Education and Training. In Fiscal Year 14/15, the ILA conducted 17 formal owner training courses serving 259 participants across San Diego County. The average change between the pre- and post-test scores for all training courses was 25 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 participants unanimously reported that they would recommend the ILA trainings to others.

Advocacy/Systems Change. The ILA analyzed all of the relevant municipal and County codes that apply to shared living environments to better understand how code enforcement interacts with Independent Livings. ILA staff and community partners also worked closely with the City of San Diego and the College Area Community Planning Group to stop the exclusion of shared housing in single family zoned areas of the city and create new shared housing options through a proposed Ordinance. In addition, materials were developed as a result of several trainings focused on communicating the legal basis for Independent Livings.

CONCLUSION AND RECOMMENDATIONS

This evaluation process clearly outlines the continued positive impact of the ILA in its third year of operation. As the ILA transitions from a focus on *establishing* the Association to seeking strategies to ensure its *sustainability*, it is apparent that in the last year the ILA has achieved its goals by:

- Recruiting new members
- Significant new outreach activities
- Increasing the functionality of the Online Directory
- Providing valuable trainings to owners
- Increasing community awareness about the existence and importance of the ILA
- Engaging in advocacy work, particularly related to municipal ordinances

As CHIP continues to lead the ILA efforts through December 2015, it will continue to implement strategies that rely on the evidence-based Collective Impact model. This approach emphasizes that collaboration and action must be taken by multiple organizations or sectors working together toward a common agenda.

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

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