

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:

- *Increase the Number of Independent Livings that meet the Quality Standards.*
- *Expand the Impact of the ILA.*
- *Operate a valued ILA Directory.*
- *Support the Process to become an ILA Member Home.*
- *Conduct Education and Training.*
- *Engage in Advocacy/Systems Change.*

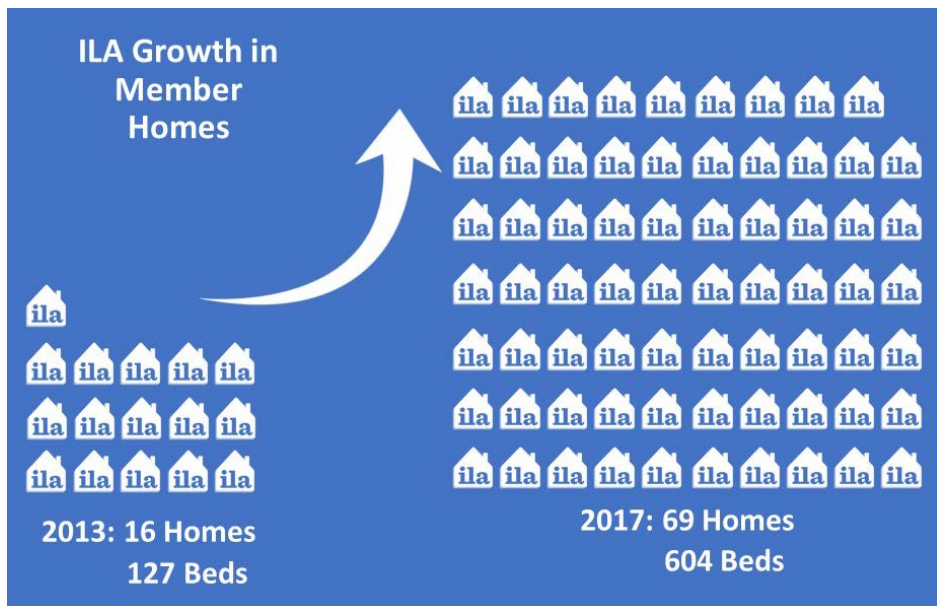
EVALUATION OVERVIEW

This Evaluation Report 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 during Peer Review and Accountability (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. Stakeholders who partner with the ILA as members, residents, or community members report the benefit of the ILA to their work and in achieving recovery.

ILA Membership. As of June 2017, the ILA had 69 approved members listed in the online directory, representing 604 beds; with 16 pending member applicants. This represents a significant and steady increase in member homes from the project inception.



ILA Online Directory. Google Analytics Reports demonstrate continued year over year increases in the use of the website www.ilasd.org (an 18% 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, users find the content and structure of the ILA Online Directory valuable and easy to navigate.

Quality Standards & 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. 69 PRAT inspections were conducted in FY 16/17: 39 inspected homes met Quality Standards upon first inspection and 30 homes have been advised/coached on changes needed.

Education and Training. In Fiscal Year 16/17, the ILA conducted 18 formal owner training courses serving 229 participants across San Diego County. The average change between the pre- and post-test scores for all training courses was 22.5% 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 continued work on Advocacy and Systems Change efforts, with the goal of *ensuring that the rights of Independent Living owners, residents and the community are supported in laws, enforcement and in practice.* This is a critical component of the ILA's work as local governments often try to limit shared living homes, creating barriers to housing for people with disabilities. Advocacy activities included:

- Form/inform Policy: in particular local municipal ordinances related to shared housing/Independent Livings/Sober Livings.
- Address Stigma (for owners and tenants): The ILA reached out to key community members with a message of "housing as healthcare" at a range of events, including hospital and health fairs, community gatherings, and networking events.
- Laws and Regulations: a number of expert trainings were offered focused specifically on laws and regulations that apply to ILs, such as Fair Housing Laws, the "6 and under" Rule, and Common Misconceptions.

These efforts were described by owners as building a strong understanding of the laws and protections related to Independent Livings and an increase in knowledge regarding the legal basis for shared housing options.

"When I was homeless, I didn't feel like I had any way of getting out. After I got into my [Independent Living] home, I have confidence that my life is moving in the right direction."

*Independent Living
Member Home Resident*

STRATEGIC PLANNING AND RECOMMENDATIONS

In 2016/17 the ILA focused on building and strengthening relationships with First Responders, including local police departments, the Sheriff's office as well as PERT Team members. Several key recommendations emerged from these planning sessions:

- Strengthen existing cross-training between police departments, the ILA as well as the PERT Team.
- Work collaboratively to collect and analyze data regarding calls for service.
- Identify and conduct focused outreach to non-member homes, particularly ones that are identified as having high calls for service by local police and First Responders.
- Explore potential options for cities to offer a business license specific to Independent Living Homes.

In the coming 17/18 Fiscal Year, the ILA will pursue the key recommendations listed above, along with these key focus areas:

- Recruiting new members.
- Increasing the functionality of the Online Directory.
- Providing valuable trainings to new applicants and owners.
- Increasing community awareness about the existence and importance of the ILA.
- Expanding collaborative efforts with law enforcement and first responders.
- Engaging in advocacy work, particularly related to municipal ordinances.

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

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