

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 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 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.

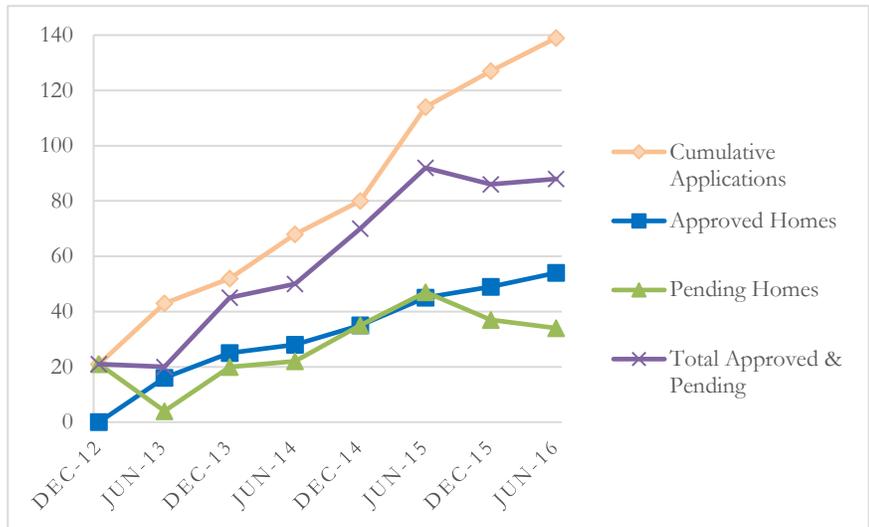
EVALUATION FINDINGS

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.

ILA Membership. As of the end of June 2016, the ILA has recruited a total of 139 members and applicants, with 54 approved members listed in the online directory, representing 477 beds; 34 pending member applicants; and 1 former applicant who did not complete/meet the full membership process. 44 homes have expressed an interest in becoming ILA members and are early on in the application process. Note, there are 185 known non-member homes in the San Diego region. Member home owners continue to comment on the value of the ILA. The ILA formed an Owner’s Advisory Group to provide detailed feedback on the benefits of the ILA as well as best practices and challenges. The summary of feedback from Independent Living Owners is included in the full report.

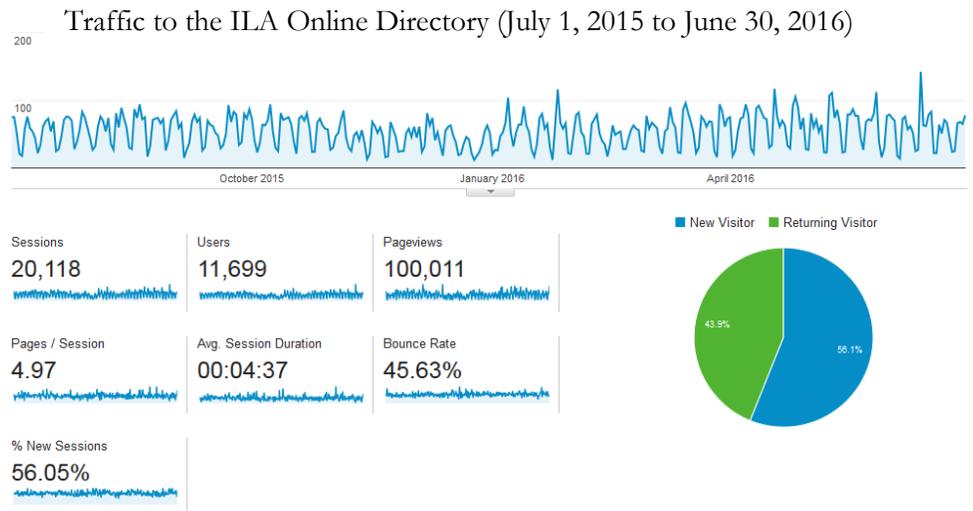
“Before I came to my [Independent Living] home I had a lot of anxiety and fear from being homeless. Now I feel like there is hope for my future.”

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. 36 PRAT inspections have been conducted in FY 15/16: 13 inspected homes met Quality Standards upon first inspection and 27 homes have been advised/coached on changes needed. In addition, 24 annual re-inspections were conducted, of which 22 passed upon inspection and 2 are no longer approved members of the ILA.



ILA Online Directory.

Google Analytics Reports demonstrate significantly increasing levels of use of the website www.ilasd.org (a 23% 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 15/16, the ILA conducted 15 formal owner training courses serving 209 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 continued to analyze relevant municipal and county ordinances and codes that apply to shared living environments to better understand and monitor how code enforcement interacts with Independent Livings. ILA staff and community partners also continued to work 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 new Rooming House Ordinance in the City of San Diego, as well as a proposed ordinance in the City of Encinitas. The City of Encinitas ordinance will not be enacted until the 9th Circuit rules on a similar ordinance in the City of Costa Mesa. In addition, materials were refined for trainings focused on communicating the legal basis for Independent Livings. A discussion of the importance of shared housing as an option for affordable living in San Diego is included in this report.

STRATEGIC PLANNING AND RECOMMENDATIONS

In this fiscal year, the ILA focused on a primary goal of identifying new strategies for growing ILA membership and convened a half day retreat with a broad array of stakeholders in February 2016. The ILA planning team started with the belief that, *“The ILA is the established organization for high quality Independent Living homes, providing shared housing for people living independently with mental illness in San Diego.”* The planning retreat was structured to explore partners’ view of the ILA in its current form and to direct future planning for the ILA with an emphasis on planning for growth. Three main strategic areas emerged from this planning retreat along with key recommendations that will guide the primary activities of the ILA in FY 16/17:

1. Identify partnership development and communications strategies to engage specifically with local cities and police departments/code enforcement
2. Discuss ways to strengthen the ILA referral network across diverse sectors (i.e. hospitals, faith organizations, health plans, CBOs, elected officials, military, homeless, seniors)
3. Identify creative ways to demonstrate “value” for members and community partners as they work to meet the mutual goal of expanding the availability of high quality shared housing.

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

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