

# Milieu Family Services

## Employment Annual General Report (with proof)



April 2016 – March 2017

## **Employment Services Overview**

Milieu's Employment Services represent a commitment to the proposition that all individuals with developmental disabilities:

- Are capable of performing meaningful work in typical integrated employment settings
- Should receive employment supports as a priority over other non-work related day services
- Should be paid at minimum or prevailing wage rates

To develop a strong working relationship between job seeker and employer, employment support staff complete a thorough discovery and vocational themes through following self-determination curriculum.

Our intent is centered on strengthening the capacity of all individuals to begin upon their path to employment, with the focus of entering the workforce and becoming contributing workers in their communities. By creating strong, interdependent relationships between employers, job seekers and service providers the job seeker can become contributing members of community through participating in roles of social value.

### Employment Services Demographics

|                        |   |    |       |
|------------------------|---|----|-------|
| Total Adults Supported | 55  |    |       |
| Gender                 | Male  | 38 | 69.1% |
|                        | Female  | 17 | 30.9% |
|                        | Non-Binary  | 0  | 0%    |
| Age                    | ages 19-25  | 31 | 56.4% |
|                        | ages 26-30  | 13 | 23.6% |
|                        | ages 31-50  | 8  | 14.5% |
|                        | age 51+   | 3  | 5.5%  |
| Ethnicity              | Caucasian   | 29 | 52.7% |
|                        | South Asian   | 11 | 20%   |
|                        | Asian   | 9  | 16.4% |
|                        | Middle Eastern  | 4  | 7.3%  |
|                        | African   | 1  | 1.8%  |
|                        | Hispanic  | 1  | 1.8%  |
| Primary Diagnosis      | Developmental Disability/Mild Intellectual Disability | 43 | 78.2% |
|                        | Autism  | 7  | 12.7% |
|                        | Down's Syndrome                                       | 3  | 5.5%  |
|                        | FASD  | 0  | 0%    |
|                        | Seizure Disorder                                      | 0  | 0%    |
|                        | Mood Disorder   | 0  | 0%    |
|                        | Cerebral Palsy  | 0  | 0%    |
|                        |   | 2  | 3.6%  |
|                        |   | 0  | 0%    |

### Employment Outcomes 2016/2017 Plan

| Objective  | Indicator   | Sample                                    | Time Frame | Data Source  | Collector                           | Target   |
|--|---|---|------------|--|-------------------------------------|--|
| <b><u>Effectiveness:</u></b><br>To create a system to monitor and maintain all goal documentation <ul style="list-style-type: none"> <li>• Employment Statistics</li> <li>• SIS completion</li> <li>• ISP creation</li> <li>• Goal (ISP) reporting on Sharevision</li> </ul> | System of documentation will be complete  | 100% Managers and Coordinators            |            | Biannual trackers for comparative completion analysis.<br>** See Attached Proof of Charting progress | Jaret St Andrassy,<br>Rocio Cabrera | 100%   |
| <b><u>Efficiency:</u></b><br>Increase the amount of jobs for persons served throughout the year  | An increase in employment for person served   | 100% Person served                        |            | Excel spreadsheet (Periodic Report) that will track employment numbers quarterly                     | Jaret St Andrassy,<br>Rocio Cabrera | 15% increase in employment                     |
| <b><u>Accessibility:</u></b><br>To increase access to workshops and resources offered by Milieu by creating a centralized email  | Amount of people who subscribe to an Employment email.  | 100% Persons Served, Families, Caregivers |            | Amount of active email subscribers.<br>** See attached email subscription proof                      | Jaret St Andrassy,<br>Rocio Cabrera | 25 people will have access to the Milieu email |
| <b><u>Satisfaction:</u></b><br>To document individual's satisfaction of having access to, and the content of, the variety of workshops offered with the agency   | Individuals feel satisfied that they have the opportunity and support to learn tools and skills | 100% Individuals                          |            | Survey to track satisfaction   | Jaret St Andrassy,<br>Rocio Cabrera | 75%  |

## Employment 2016/2017 Results

| <b>DOMAIN</b>                               | <b>EFFECTIVENESS</b>  |
|---|---|
| <b>OBJECTIVE INDICATOR</b>                  | <p>To create a system to effectively monitor and maintain goal documentation so that data collection will be 100% complete</p> <p>Managers will amend and use the already existing Master Hours tracker to keep track of:</p> <ol style="list-style-type: none"> <li>1. The number of individuals employed</li> <li>2. The number of SIS completed and needed</li> <li>3. The number of ISP completed and needed</li> <li>4. ISP reporting on Sharevision</li> </ol>  |
| <b>SAMPLE TIMING</b>                        | <p>100%</p> <p>Annual</p>   |
| <b>DATA SOURCE</b>                          | <ul style="list-style-type: none"> <li>• Employment Statistics</li> <li>• SIS completion</li> <li>• ISP creation</li> <li>• Goal (ISP) reporting on Sharevision</li> </ul> <p>Managers added columns to the master hours spreadsheet to include these statistics and to monitor progress in completion. Managers will obtain stats on Sharevision weekly monitoring from their Manager's Weekly Checklist. Managers will create a table specifically for these statistics at least twice in the fiscal year to provide as proof. Managers were given a time line to complete needed SIS &amp; ISP documentation and will be offered group or 1:1 support.</p> |
| <b>OBTAINED BY</b>                          | Jaret St Andrassy, Rocio Cabrera  |
| <b>TARGET RESULTS</b>                       | <p>100%</p> <p>Complete- The table capturing the above statistics twice in the fiscal year (in September 2016 and March 2017) show that all documentation related to goals are accounted for.</p>   |
| <b>EXTENUATING/ FACTORS RECOMMENDATIONS</b> | <p>None Identified</p> <p>It is recommended that this tracker be more specific with Sharevision reporting, such as including Contact Logs and Quarterly reports. The tracker should continue to be used, however, the statistics should be captured quarterly instead of biannually. It is recommended that the Master Hours be captured in a PDF format in June 2017, September 2017, December 2017 and March 2018.</p>  |

| <b>DOMAIN</b>               | <b>EFFICIENCY</b>   |
|-----------------------------|---|
| <b>OBJECTIVE</b>            | Increase the amount of jobs for persons served throughout the year.   |
| <b>INDICATOR</b>            | An increase in employment for person served   |
| <b>SAMPLE</b>               | 100%  |
| <b>TIMING</b>               | Quarterly   |
| <b>DATA SOURCE</b>          | Manager will use the Periodic Report to accurately track the # of individuals served and the total individuals employed quarterly to show growth in both areas.   |
| <b>OBTAINED BY</b>          | Jaret St Andrassy, Rocio Cabrera  |
| <b>TARGET</b>               | 15% increase in employment from first Quarter to fourth quarter   |
| <b>RESULTS</b>              | <ul style="list-style-type: none"> <li>• In the period of Q1 the total # of persons served was 29, 21 of those were employed.                             <ul style="list-style-type: none"> <li>➢ 72.4% of all persons served were employed.</li> </ul> </li> <li>• In the period of Q2 the total # of person served was 29, 26 of those were employed.                             <ul style="list-style-type: none"> <li>➢ 90% of all person served were employed.</li> </ul> </li> <li>• In the period of Q3 The total number of persons grew by 7 to total 36, the total number employed remained at 26.                             <ul style="list-style-type: none"> <li>➢ 72.2% were employed.</li> </ul> </li> <li>• In the period of Q4 The total number of persons served was 35, 29 of those were employed.                             <ul style="list-style-type: none"> <li>➢ 83% of all persons served were employed.</li> </ul> </li> </ul> |
| <b>EXTENUATING/ FACTORS</b> | There was a 17.6% increase from Q1 to Q2, however there was in increase in the number of persons served by 7 people from Q2 to Q3. Therefore, the overall increase in employment from Q1 to Q4 was 10.6%.   |
| <b>RECCOMENDATIONS</b>      | It is recommended that employment trainings continue as new staff enter the employment department to ensure the continuous growth of secured employment for person served. Continue to monitor progress through the periodic report.  |

| <b>DOMAIN</b>               | <b>ACCESSIBILITY</b>   |
|-----------------------------|--|
| <b>OBJECTIVE</b>            | To increase access to workshops offered within the agency to all persons served.   |
| <b>INDICATOR</b>            | How many people have subscribed to employment specific email   |
| <b>SAMPLE</b>               | 100%   |
| <b>TIMING</b>               | 6 mo.  |
| <b>DATA SOURCE</b>          | Employment manager will implement an employment specific email and ask families to subscribe. The email will include employment opportunities, special events, guest speakers, special workshops/courses, as well as any other relevant information pertaining to those supported through Milieu.  |
| <b>OBTAINED BY</b>          | Rocio Cabrera  |
| <b>TARGET</b>               | 50% subscribers  |
| <b>RESULTS</b>              | Complete- The email employment@milieu.ca was created and currently has 38 current members. This centralized email allows for information to be easily shared so that families and job seekers increase their opportunities to access all resources offered through Milieu and the community. Additionally, the email allows for seamless RSVPing so that events are better executed. |
| <b>EXTENUATING/ FACTORS</b> | None identified  |
| <b>RECOMMENDATIONS</b>      | Link to social media   |
| <b>DOMAIN</b>               | <b>SATISFACTION</b>  |
| <b>OBJECTIVE</b>            | To document individual's satisfaction of having access to, and the content of, the variety of workshops offered with the agency.   |
| <b>INDICATOR</b>            | Individuals feel satisfied that they have the opportunity and support to learn tools and skills  |
| <b>SAMPLE</b>               | 100%   |
| <b>TIMING</b>               | Annual   |
| <b>DATA SOURCE</b>          | The data will be collected through the satisfaction survey. 55 surveys were handed out to individuals receiving employment support. 18 surveys were returned. All 18 individuals reported that they felt they were satisfied with the access and content of the variety of workshops offered with the agency.  |
| <b>OBTAINED BY</b>          | Rocio Cabrera  |
| <b>TARGET</b>               | 75% Satisfaction reported  |
| <b>RESULTS</b>              | Complete- Below is the survey question answered by person served. Data source is the Individual satisfaction survey, Sharevision   |
| <b>EXTENUATING/ FACTORS</b> | The Course & Workshop Guide's information may vary throughout the year, should a course be cancelled or changed, updates and announcements regarding this need to be made clear for those accessing the Guide.   |
| <b>RECOMMENDATIONS</b>      | To publish the Course & Workshop Guide annually and to increase its access to all those served by Milieu.  |

### Employment Services Outcomes 2017 - 2018

| <b>Domain</b>                | <b>Objective</b>   | <b>Indicator</b>   | <b>Sample</b>           | <b>Data Source</b>   | <b>Collector</b> | <b>Target</b>  |
|------------------------------|--|--|-------------------------|--|------------------|--|
| <b><u>Effectiveness:</u></b> | To ensure that regardless of limited access to the Milieu Office, caseload tasks and assignments are completed on time with minimal communication barriers by using an Interactive Employment only Sharevision Site. | Staff's records of progress and completion of tasks and projects; Staff's feedback on the usefulness of the site.  | 100% Managers and Staff | Task Completion tracked through the Employment Sharevision site; Staff survey asking about the usefulness of the site. | Rocio Cabrera    | 80% of staff report the site is useful in making them more effective workers.                  |
| <b><u>Efficiency</u></b>     | Increase staff efficiency in job support by having persons served regularly access established community workshops and internal workshops, thereby freeing up Employment staff to job develop.                       | Employment staff increase the amount of time they spend on employment specific activities such as job developing.  | 100% Staff              | Staff Time Logs  | Rocio Cabrera    | To increase amount of time spent job developing, coaching, and maintaining by 10%              |
| <b><u>Accessibility</u></b>  | Developing partnerships with other service providers so that a greater variety of resources are readily accessible   | People utilizing the resources developed through partnerships  | 100% Person's Served    | Sharevision contact logs that document the utilization of outside resources.   | Rocio Cabrera    | 30% of resources accessed are from an outside organization that Milieu has a partnership with. |
| <b><u>Satisfaction</u></b>   | Persons served report they are satisfied with the amount of supports received to maintain employment.  | Number of individuals who have kept a job longer than 3 months; Number of individuals who report feeling satisfied with Employment Maintenance supports. | 100% Individuals        | Number of individuals who have kept a job longer than 3 months; Survey regarding Maintenance Support Satisfaction      | Rocio Cabrera    | 80% of jobseekers maintain their job for a minimum of 3 months.                                |