



MILIEU

CHILDREN & FAMILY SERVICES

**Foster Family Team
Support and Facilitation
Evidence**

Annual General Report (with proof)

April 2016– March 2017

Foster Family Team

Foster Parent Support and FASD Key Worker

Focus: Intensive support services to MCFD foster homes

Details: 30–36 children/youth

Target Population: Foster Parents supporting Children and youth aged 0–18 years

Intake: Referral by MCFD/VACFSS

Time Duration: Short or long-term

Staffing: One full-time Clinical Manager; One full-time FASD Key Worker, two full-time Foster Parent Support Workers

The Foster Parent Support and FASD Key Worker programs provide intensive support services for difficult to serve children and youth in long-term family-based MCFD and VACFSS foster homes with the goal of stabilization. The programs reflect the recognition that these children and youth will benefit from the stability and continuity of long-term family-based care and that their needs and their caregiver's needs are complex and interactive.

The children and youth bring to their placements a range of behaviours that have in the past usually been managed and treated in long-term intensive care. Often, these behaviours will be the manifestations of

'invisible' and life-long disabilities such as Fetal Alcohol Spectrum Disorder (FASD) or Complex Developmental Behavioural Condition (CDBC). In these cases, the support services will be on going and the families plan of care will address long-term goals that address the child's transition to adulthood. Caregivers receive intensive training and support from the Foster Family Team as well as by referral to appropriate services in the community. An important goal is to assist the caregiver in understanding the child's needs so as to maintain realistic expectations for their behaviour and development. The focus, therefore, is on "fit" rather than "fix".

Training and support are provided on an individual outreach basis as well as through formal group sessions such as parent support, special topic forums, parent and respite worker trainings, and social skills groups for children and youth.

Foster Family Team Demographics

Foster Parent Support

Total Served	27
2016-2017 referrals	9
Place served	Variable: Home and Community

FASD Key Worker Program

Total Served	35
2016-2017 referrals	22
Place served	Variable: Home and Community

Foster Family 2016/2017 Strategic Planning

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target	Results
Satisfaction	Maximize foster parents satisfaction with their knowledge of the planning process for youth transitioning to adulthood	Results will be indicated in a comparison between the pre and post assessment	Foster Parents	6 Mo.	Surveys	Mandy Hung	75%	80%
Effectiveness	Maximize effectiveness of the Welcome Wagon service by creating a standardized package of information to be reviewed with caregivers over the 6-8 sessions.	All foster parent support workers report following the newly developed checklist	Foster Parent Support Workers	1 Year	Package contents	Mandy Hung	75%	100%
Efficiency	Maximize the efficiency of FASD material delivery to Milieu staff.	3 scheduled trainings offered	Youth Residential Staff	Quarterly	Training Logs	Mandy Hung	75%	100%
Accessibility	Maximize the accessibility of the Foster Family Team to residential managers to support and navigate the assessment process for any identified youth who are suspected of having an FASD.	Foster Family Support Worker will attend Residential Manager Meetings monthly	Residential Managers	1 Year	Meeting Minutes	Mandy Hung	75%	100%

Support and Facilitation 2016-17 Strategic Planning Results:

DOMAIN	SATISFACTION
OBJECTIVE	Maximize foster parents satisfaction with their knowledge of the planning process for youth transitioning to adulthood
INDICATOR	Results will be indicated in a comparison between the pre and post assessment
SAMPLE	Foster Parents
TIMING	1 Year
DATA SOURCE	Surveys
OBTAINED BY	Mandy Hung
TARGET RESULTS	75% 100% The Foster Family team, in collaboration with the FASD Key Worker from The Children’s Foundation, developed a training series to demystify the transition to adulthood process for parents. During our first session, the parent participants made it clear that this was an overwhelming topic for them and they needed the process broken down into smaller manageable bites of information. Based on this feedback, we adopted the PLAN Transition method as a basis for presenting the information and have been working through the material throughout the year. Survey results after 4 sessions and 6 sessions indicate an increase in their confidence in the material, an increase in their knowledge of the transition process, and progress in developing their family transition plan. This goal is complete.
EXTENUATING/ FACTORS	Based on feedback and to accommodate the learning needs of the participants we reduced the amount and rate at which we presented material to the group.
RECCOMENDATIONS	Therefore, we have decided to extend the number of sessions of this transition training group. This will be an ongoing training/working group moving forward.

DOMAIN	EFFECTIVENESS
OBJECTIVE	Maximize effectiveness of the Welcome Wagon service by creating a standardized package of information to be reviewed with caregivers over the 6-8 sessions.
INDICATOR	In collaboration with the round table and relevant Ministry stakeholders, the Foster Family Team will create a package to help guide the welcome wagon service to maximize the effectiveness of those 6-8 sessions. The intent of the Welcome Wagon service is to educate new foster parents on important policies and procedures of being a professional parent. Ministry stakeholders have identified certain trends where foster parents could use more specific guidance; such as logging, report writing and family visits. In collaboration with the round table, we will develop the curriculum and list of supplies provided to new foster parents upon intake with foster support workers.
SAMPLE	Foster Parent Support Workers
TIMING	1 Year
DATA SOURCE	Package contents
OBTAINED BY	Mandy Hung
TARGET	75%
RESULTS	It was identified as a trend that new foster parents required more specific guidance in certain areas. In collaboration with the roundtable and relevant Ministry stakeholders, the Foster Family Team created a package of important information that addressed these areas including how to document appropriately, caregiver monthly reporting, the importance of life books, and how to create them. This goal is complete.
EXTENUATING/ FACTORS RECCOMENDATIONS	None identified None identified

DOMAIN	EFFICIENCY
OBJECTIVE	Maximize the efficiency of FASD material delivery to Milieu staff.
INDICATOR	3 scheduled trainings offered
SAMPLE	Youth Residential Staff
TIMING	Quarterly, 1 year
DATA SOURCE	Training Logs
OBTAINED BY	Mandy Hung
TARGET	75%
RESULTS	<p>FASD Key Worker and Milieu Clinical Manager developed a schedule offering 3 FASD Training throughout the year. Milieu Managers were apprised of the schedule and encouraged to register any new hires or staff who might need a refresher on the strategies for working with people with FASD. In addition to the 3 open trainings, The FASD Key Worker also trained individual staff teams as requested by the Manager or Clinical Director. We developed a competency test provided to staff after the training to assess their basic knowledge of FASD after completing the training. We also collaborated with Milieu’s psychologist/implementation consultant to develop the core skills training curriculum. The core skills training manual and competency questionnaires will be provided to staff at orientation, further improving efficiency of delivering training material to staff. This goal is complete.</p>
EXTENUATING/ FACTORS RECOMMENDATIONS	<p>Non identified</p> <p>Foster Family Team has been approached by Milieu Clinical Director and Youth Services Coordinator to develop a training schedule to increase the efficiency of FASD material delivery for Milieu staff who work with individuals living with FASD. It has been identified as a trend that Milieu is supporting more individuals who are either diagnosed or suspected of having FASD. The training schedule will include quarterly staff trainings for staff.</p>

DOMAIN	ACCESSIBILITY
OBJECTIVE	Maximize the accessibility of the Foster Family Team to residential managers to support and navigate the assessment process for any identified youth who are suspected of having an FASD
INDICATOR	Foster Family Support Worker will attend Residential Manager Meetings monthly
SAMPLE	Residential Managers
TIMING	1 Year
DATA SOURCE	Meeting Minutes
OBTAINED BY	Mandy Hung
TARGET	100%
RESULTS	Foster Family Team will attend a Residential Manager meeting to assist managers in identifying youth that may benefit from a multi-disciplinary assessment. We will educate them on the benefits of youth receiving an assessment and potentially a diagnosis as well as the assessment process. The Foster Family Team will provide ongoing support to managers and staff in the referral and assessment process for identified youth. If youth have been identified and move to another resource Foster Family Team will collaborate with their SW to ensure they will receive continued support in the assessment process. This goal is complete
EXTENUATING/ FACTORS	None Identified
RECCOMENDATIONS	Meeting minutes indicate that a member of the Foster Family Team participated in the residential manager meetings monthly throughout the year. They supported managers in identifying individuals who might benefit from a multi-disciplinary assessment, assisted in the referral process, and supported managers to interpret existing assessments and implement recommendations. One of the Foster Parent Support Workers has recently joined the Clinical team and will continue to provide assist residential managers in identifying individuals who may require referrals for assessment.

Foster Family Team Outcomes 2017-2018

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target
Satisfaction	Maximize foster parents satisfaction in the support given on how to create, compile and maintain memories of the children and youth they support	Results will indicate an increase in understanding pre and post assessment	Foster Parents	1 year	Survey	Mandy Hung	75%
Effectiveness	Maximize foster parents effectiveness in navigating common social networking sites	Results will be indicated in a comparison between the pre and post assessment	Foster Parents	1 year	Competency test	Mandy Hung	75%
Efficiency	Maximize the efficiency of implementing and accessing supports tools	FPS and KW will complete 10 templates/visuals	Clinical Managers and Foster Family Team	1 year	Templates/Visuals complete in folder	Mandy Hung	75%
Accessibility	Maximize the accessibility of the FASD program allowing community based referrals	FASD KW will track the referral source on a data tracking sheet	FASD Key Worker	6 mo.	Referral documents and Data tracking sheet	Mandy Hung	2 referrals from non MCFD sources