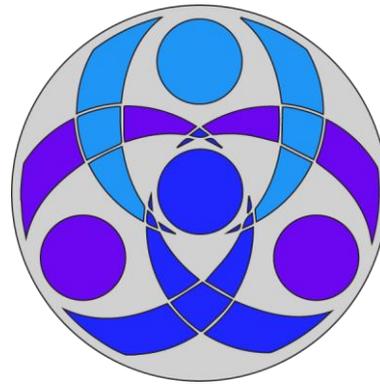


**Milieu Family Services
And
Milieu Children's & Family Services**

**Residential Services
Annual General Report**



April 2016 - March 2017

Residential Services Program Overview

<p>Aster ~ Offers support to 4 men living in the home who are able to access all amenities in their community. While also teaching them everyday day life skills and learning to use public transportation so they are able to develop their independence.</p>	<p>Kings ~ There is 3 men that live in this home and just recently 2 lady has moved into the home. They are supported to learn and develop skills around their daily lives. They are supported to develop and maintain their daily living and be able to belong to their local senior's center as they continue to age and become senior citizens. As the new lady is younger the supports that are provided to her are also around being more independent and looking for some steady employment.</p>
<p>Bethayne ~ The 2 ladies and 1 male that live in this home are supported to develop life skills and offers opportunity to enhance their quality of life. They are supported to gain the skills to pursue all of their interests, and strive to create friendships and lasting relationships.</p>	<p>Brookwood ~There is 2 men living in the home. One lives in the upstairs suite and the other lives in the down stairs suite. The home provides an environment that promotes the exploration of new experiences, both in their home and in the community. These supports have provided a high quality of living for these men. They are learning new skills and provided with opportunities that they have not had in their past experiences.</p>
<p>Adagar/Berkshire ~ There is 3 men that live in this home, 2 upstairs and 1 in the downstairs suite. They are supported to participate in their day to day living and learning new skills to use to access their community.</p>	<p>Hazel ~ This home has 2 ladies living there at this time. The staff support each individual in having a meaningful and productive life. In addition to maintaining optimal health and well-being. They are supported to lead active lives by learning new skills and participating in all their daily living.</p>
<p>Wellimar ~ There are 1 adult living in this home one male. We provide support to maximize independence and skill learning. Assisting the individuals to maintain family/friend relationships and explore new relationships within their community is a main focus of the home. While learning daily living skills to enhance their independence.</p>	<p>Christel ~ There is 4 ladies living in this home. They are supported to be able to develop skills to offer them the opportunities to participate in daily living within their home. It is a supportive environment which supports them to maintain family/friend relationships and explore new relationships within their community is a main focus of the home.</p>
<p>Elgin ~ There is 3 ladies and 1 man that live in this home. They are supported to be able to develop skills to offer them the opportunities to participate in daily living within their home. It is a supportive environment which supports them to maintain family/friend relationships and explore new relationships within their community is a main focus of the home.</p>	<p>Totten ~ There is 2 ladies living in this home. They are supported in their day to day life skills and to be active in their community involvement. Each lady is supported in activities of interest.</p>

<p>Orion ~ There is 4 men living in this home with varying degrees of needs. They are supported to live their life with quality. They are supported to develop and maintain their daily living and be able to belong to their local senior's center as they continue to age and become senior citizens. They enjoy hanging out at their local coffee shops, attend their church and enjoy attending sporting events.</p>	<p>Gemini ~There is 4 men living at the home. Each of the men are supported to participate in their daily living skills. They enjoy being out in their community and meeting new people. They are supported to utilize all amenities within their community.</p>
<p>Richmond ~ There is 5 ladies living in this home. Multiculturalism is a large focus of the home. It is evident in everything from the home décor, menus and community activities. The ladies are supported to be independent in their daily living. The supports provided them with a well-rounded quality of life. The ladies are supported to have their friend and family be a big part of their lives.</p>	<p>Lambert ~ There is 2 men living in this home. We support each of them to utilize the community's recreation, entertainment and shopping facilities. Offers support for sensory challenges through the use of augmentative communication systems and environmental adaptations. This allows for maximum participation in both the home and community</p>
<p>Yale ~ There is 4 ladies and 1 men living in this home. They have support for sensory challenges through the use of augmentative communication systems and environmental adaptations. As one of the individuals is blind/deaf and the other is deaf. They are all very active in their community and groups they attend. They are supported to be involved within activities around being a senior and supported with their aging needs.</p>	<p>Sefton ~ This is a new home that opened recently and there are 2 men living there. One lives in the upstairs of the house while the other one lives down stairs. They are both supported by providing an environment that promotes the exploration of new experiences, both in their home and in the community.</p>
<p>Eureka ~ There is 1 man that lives in this home. He is offered the support for sensory challenges through the use of augmentative communication systems and environmental adaptations. This allows for maximum participation for him within both the home and community. He is supported to maintain his close relationships with his family.</p>	<p>Parktree ~ There is 4 ladies living in the home. They are supported to be active in the community, in vocational and recreational settings. Friends and family are important to the ladies at Parktree and the staff supports them to maintain and build these relationships. Each lady is supported in activities of interest and attending the groups they belong to.</p>
<p>St. Thomas ~ There is 2 men living in the home. They are supported to learn new daily skills that supports their independence and offers them to explore community options. It is a supportive environment which supports them to maintain family/friend relationships and explore new relationships within their community is a main focus of the home.</p>	<p>Cascade ~ There is 2 ladies living at cascade house. They are supported to live a fulfilled life that focuses on their specific needs. They have numerous opportunities to be involved in all aspects of their home by learning new daily living skills and attending what they want in their community. They are supported to maintain their relationships with the family and friends and build new relationships.</p>

Residential Children & Youth Services Program Overview

<p>Meadows ~ There is 2 youth that lived in this home 1 girl and 1 boy. We offers a commitment to community inclusion and the support to learn life skills and promote independence. Support is provided to participate in numerous activities within their local community.</p>	<p>Willemar youth ~ There is 1 female living in the home. We provide support to maximize independence and skill learning. Assisting the individuals to maintain family/friend relationships and explore new relationships within their community is a main focus of the home. While learning daily living skills to enhance their independence.</p>
<p>Brentwood ~ There is 1 youth in this home. We are providing supports to explore community options from the home. The vision for the home is to provide an environment that promotes the exploration of new experiences, both in their home and in the community as well as build life skills and independence.</p>	<p>Partridge ~ There is 1 male youth living at this home. We are providing supports to explore community options from the home. The vision for the home is to provide an environment that promotes the exploration of new experiences, both in their home and in the community as well as build life skills and independence.</p>
<p>McQueen ~ There is 2 male youth living in the upstairs suite and another male youth living in the downstairs suite. We offer support to them to explore community options around their home. The vision for the home is to provide an environment that promotes the exploration of new experiences, both in their home and in the community as well as build life skills and independence.</p>	<p>Pinewood~ There is 1 male youth living in this home. We offer a commitment to be involved in his community and to support him to learn life skills and promote independence. Support is provided to participate in numerous activities within their local community.</p>
<p>Harvard ~ There is 1 youth living at this home. We are providing supports to explore community options from the home. The vision for the home is to provide an environment that promotes the exploration of new experiences, both in their home and in the community as well as build life skills and independence.</p>	<p>Linq ~ There is 2 youth living in the home. We provide support to maximize independence and skill learning. Assisting the individuals to maintain family/friend relationships and explore new relationships within their community is a main focus of the home. While learning daily living skills to enhance their independence.</p>
<p>Western ~ There is 2 youth in this home. We are providing supports to explore community options from the home. The vision for the home is to provide an environment that promotes the exploration of new experiences, both in their home and in the community as well as build life skills and independence.</p>	<p>Akira ~There are 1 youth living in the home. The staff vision of the home is to create a supportive environment that promotes independence, learning some daily living skills and well-being.</p>

Residential Adult Services Demographics

Elgin supports 4 individuals with developmental disabilities

Gender	3 Females, 1 Male
Ethnicity	4 Caucasian (European Descent)
Age	3 at 40-49, 1 at 50-59
Communication	2 Non-Verbal (Limited sign), 1 Non-Verbal, 1 Verbal (Limited Words)
Sensory Issues	1 Blind, 3 No Issues
Mobility	2 Non-Ambulatory, 2 Full
Function Level	1 Low-Functioning, 2 moderate, 1 high
Specific Diagnosis	1 Cerebral Palsy, 1 Rhett's Syndrome, 1 Tuberous Sclerosis-Seizure Disorder-Autistic, 2 Seizure Disorder

Kings supports 5 individuals with developmental disabilities

Gender	3 Males, 2Female
Ethnicity	3 Caucasian (European Descent), 1 First Nations, 1 South Asian
Age	2 at 20-29, 1 at 50-59, 2 at 60+
Communication	3 Verbal, 2 Non-Verbal
Sensory Issues	5 No issues
Mobility	4 full, 1 moderate
Function Level	4 High 1 Low
Specific Diagnosis	1 PKU, 1 Autistic and Psychiatric, 1 Mosaic Downs Syndrome, 1 PTSD/FASD/ADHD, 1 Autism

Gemini supports 4 individuals with developmental disabilities

Gender	4 Male
Ethnicity	2 Caucasian (European Descent), 2First Nations
Age	1 at 30-39, 2 at 50-59, 1 at 60+
Communication	1 Non-Verbal (Sign Hand over Hand), 2 Non-Verbal 1 verbal
Sensory Issues	4 No Issues
Mobility	3 Full, 1Assistive
Function Level	4 Low
Specific Diagnosis	1 Congenital Rubella Syndrome, 1 developmental disability/Epilepsy 1 Bi-Polar and Pica Autistic, 1 Angel Man Syndrome, 1 FASD

Orion supports 4 individuals with developmental disabilities

Gender	4 Males
Ethnicity	4 Caucasian European Descent)
Age	1 at 40-49, 1 at 50-59, 2 at 60+
Communication	1 Verbal, 1 Non-Verbal (Sign), 1 Non-Verbal (Sign-minimal) 1 Non-Verbal
Sensory Issues	1 Deaf, 4 No Issues
Mobility	1 Full, 1 Assistive, 2 Non-Ambulatory
Function Level	1 High, 3 Low
Specific Diagnosis	1 Cerebral Palsy, 1 Autistic, 1 Lennox Gas taut Syndrome, 1 traumatic brain injury

Christel supports 4 individuals with developmental disabilities

Gender	4 Female
Ethnicity	1 Asian & 3 Caucasian
Age	2 at 19-29, 2- -30-39
Communication	1 Verbal, 2 Non-Verbal, 1 minimal verbal
Sensory Issues	4 No Issues
Mobility	4 Full
Function Level	3 Moderate, 1 low functioning
Specific Diagnosis	1 Autistic / Bipolar, 1 Autistic with Seizure Disorder, 1 Developmentally delay/Bipolar, 1 CHARGE, Autism, G-tube

Hazel supports 2 individuals with developmental disabilities

Gender	2 Female
Ethnicity	1 Caucasian, 1 South Asian
Age	1 at 20-29, 1 at 30-39
Communication	1 Non-Verbal, 1 limited Verbal
Sensory Issues	No issues
Mobility	1 Full, 1 assistive
Function Level	2 Low
Specific Diagnosis	1 Autism, Bipolar, Schizophrenia, 1 Trisomy 13

Brookwood supports 2 individuals with developmental disabilities

Gender	2 Males
Ethnicity	2 Caucasian (European Descent)
Age	1-30-39, 1-40-49
Communication	2 Verbal
Sensory Issues	2 No Issues
Mobility	2 Full
Function Level	1 Low, 1 moderate
Specific Diagnosis	1 Moderate Developmental Disability/Autism/ Mental health 1Potocki-Lupski Syndrome/BiPolar

Yale supports 5 individuals with developmental disabilities

Gender	3 Female, 2 male
Ethnicity	1 Asian, 4 Caucasian (European Descent)
Age	1 at 40 - 49, 1 at 50-59, 3 at 60+
Communication	2 Verbal, 1 Non-Verbal (Sign), 2 Non-Verbal (Hand over Hand Sign)
Sensory Issues	1 Blind, 1 deaf, 2 deaf and Blind, 1 No Issues
Mobility	1 Full, 4 assisted
Function Level	1 high function, 4 Low
Specific Diagnosis	1 Mild Choreoathetosis and Bilateral Stabismus, 3 Rubella Syndrome and Seizure Disorder, 2 Seizure Disorder, 1 depression & bipolar & personality disorder

Parktree supports 4 individuals with developmental disabilities

Gender	4 Females
Ethnicity	2 Asian, 2 Caucasian (European Descent)
Age	2 at 40-49, 2-50-59
Communication	4 Verbal,
Sensory Issues	No issues
Mobility	4 Full
Function Level	4 Moderate
Specific Diagnosis	2 Autistic, 1 Cerebral Palsy/developmental delay, 1 developmental delay/ Epilepsy

Aster supports 5 individuals with developmental disabilities

Gender	5 Males
Ethnicity	4 Caucasian (European Descent) 1Asian
Age	1 at 30-39, 4 at 40-49
Communication	2 Verbal, 3 Non- Verbal
Sensory Issues	5 No Issues
Mobility	4 Full, 1 Assistive
Function Level	4 High, 1 Low
Specific Diagnosis	1 Cerebral Palsy, 1 Tuberos Sclerosis and Seizure Disorder, 2 Autistic, 1 Bi-Polar,

Richmond supports 5 individuals with developmental disabilities

Gender	5 Females
Ethnicity	1 Asian, 4 Caucasian (European Descent)
Age	1 at 30-39, 2 at 40-49, 1 at 50-59, 1 at 60+
Communication	4 Verbal, 1 English as a Second Language(Cantonese)
Sensory Issues	No Issues
Mobility	5 Full
Function Level	5 High
Specific Diagnosis	2 Epilepsy/ seizure Disorder, 1 Downs Syndrome, 1 Schizophrenia/bipolar, 1 FASD/ Psychotic symptoms

Bethayne supports 3 individuals with developmental disabilities

Gender	2 Females, 1 Male
Ethnicity	1 Caucasian 1 First Nations, 1 Indo Canadian
Age	2 at 19-29, 1 at 60+
Communication	1 Verbal, 2 Non-Verbal
Sensory Issues	3 No Issues
Mobility	2 Full, 1 Assistive
Function Level	2 high, 1 Low
Specific Diagnosis	1 Seizure Disorder/ DD, 1 FASD/PTSD/ Attachment disorder, 1 Autism

Adagar/Berkshire supports 3 individuals with developmental disabilities

Gender	2 Males upstairs, 1 Male Downstairs
Ethnicity	2 Caucasian (European Descent), 1 Chinese
Age	1 at 19-29, 1 at 50-59, 1- 30-39
Communication	3 Verbal
Sensory Issues	3 No Issues
Mobility	3 Full
Function Level	3 High
Specific Diagnosis	1 Intermittent Explosive Disorder and Seizure Disorder 1 moderate developmental Disability 1 Moderate developmental disability/Autism

Cascade supports 2 individuals with developmental disabilities

Gender	2 Females
Ethnicity	1 Filipino, 1 Caucasian
Age	1 at 30-39, 1 at 40-49
Communication	2 Verbal
Sensory Issues	1 blind, 1 no issues
Mobility	1 Full, 1 moderate
Function Level	1 High, 1 Low
Specific Diagnosis	1 Autism, Tourette's Syndrome, OCD, 1 Autism, ADD, Anxiety disorder

Eureka support 1 individual with developmental disabilities

Gender	1 Male
Ethnicity	1 Caucasian (European Descent)
Age	1 at 30-39
Communication	1 Non- Verbal, ASL
Sensory Issues	1 Deaf
Mobility	Full
Function Level	High
Specific Diagnosis	Autism/ Seizure disorder

Totten supports 2 individuals with developmental disabilities

Gender	2 Females
Ethnicity	2 Caucasian (European Descent)
Age	1 at 40-49, 1 at 60+
Communication	1 non- verbal, 1 verbal
Sensory Issues	No issues
Mobility	2 Full
Function Level	2 Moderate
Specific Diagnosis	2 Autism

St. Thomas supports 2 individuals with developmental disabilities

Gender	2 males
Ethnicity	1 Caucasian, 1 Croatian
Age	1 at 19-29, 1 at 40-49
Communication	1 verbal, 1 minimal Verbal
Sensory Issues	No issues
Mobility	2 full
Function Level	1 High, 1 moderate
Specific Diagnosis	1 Pervasive Development Disorder, Asperger's Syndrome and autism further compounded with Obsessive Compulsive disorder, 1 Autism

Cypress supports 2 individuals with developmental disabilities

Gender	1 male, 1 female
Ethnicity	2 Caucasian
Age	1 19-29, 1 30 - 39
Communication	2 verbal
Sensory Issues	No issues
Mobility	2 full
Function Level	2 med
Specific Diagnosis	2 autism

Sefton support 2 individual with developmental disabilities

Gender	2 males
Ethnicity	2 Persian
Age	2 at 19-29,
Communication	2 Verbal/Gestural
Sensory Issues	none
Mobility	2 Full
Function Level	2 moderate
Specific Diagnosis	1 Autism/OCD, 1 Autism

Lambert supports 2 individual with developmental disabilities

Gender	2 Male
Ethnicity	2 Caucasian
Age	1 at 19-29, 1 at 40-49
Communication	2 verbal
Sensory Issues	None
Mobility	1 assistive, 1 full
Function Level	2 low
Specific Diagnosis	1 cerebral Palsy/ seizure/ Autism , 1 downs syndrome

Wellimar Adults supports 1 individual with developmental disabilities

Gender	1 male
Ethnicity	1 Caucasian
Age	1 19 to 29
Communication	verbal
Sensory Issues	none
Mobility	1 full
Function Level	1 high
Specific Diagnosis	1 Autism/ intermitted explosive disorder, anxiety & mood disorder

Evergreen supports 1 individual with Developmental Disabilities

Gender	1 Female
Ethnicity	1 aboriginal
Age	1 20-29
Communication	verbal
Sensory Issues	N/A
Mobility	Full
Function Level	1 high
Specific Diagnosis	Intellectual disability, FASD, PTSD, RAD

Crosby supports 1 individual with developmental disabilities

Gender	1 male
Ethnicity	1 Caucasian
Age	1 19 to 29
Communication	verbal
Sensory Issues	none
Mobility	1 full
Function Level	1 high
Specific Diagnosis	1 Autism

Gender	
Ethnicity	
Age	
Communication	
Sensory Issues	
Mobility	
Function Level	
Specific Diagnosis	

Residential Children & Youth Services Demographics

Pinewood supports 1 individual with developmental disabilities

Gender	1 males
Ethnicity	1 First nations
Age	1 at 10-19
Communication	1 Very limited verbal,
Sensory Issues	none
Mobility	1 full
Function Level	1 low
Specific Diagnosis	Autism, downs syndrome, ADHD (ODD, OCD queried

Willemar Youth supports 1 individual with developmental disabilities

Gender	1 Female
Ethnicity	1 Chinese
Age	1 at 10 - 19
Communication	Verbal
Sensory Issues	None
Mobility	1 full
Function Level	1 high
Specific Diagnosis	Learning disability, ADHD Anxiety disorder, conduct disorder, Phonological disorder

Partridge supports 1 individual with developmental disabilities

Gender	1 male
Ethnicity	1 Caucasian
Age	1 at 10-19
Communication	Non Verbal
Sensory Issues	None
Mobility	1 high
Function Level	1 Moderate, 1 high
Specific Diagnosis	1 Autism

Brentwood supports 2 individual with developmental disabilities

Gender	2 Males
Ethnicity	1 Caucasian, 1 Asian
Age	2 at 10-19
Communication	2 verbal
Sensory Issues	none
Mobility	2 high
Function Level	2 high
Specific Diagnosis	1 FASD/ODD/ADHD, 1 Down Syndrome/Autism

McQueen supports 2 individual with developmental disabilities

Gender	2 males
Ethnicity	2 Caucasian
Age	2 at 10-19
Communication	2 verbal
Sensory Issues	2 none
Mobility	2 high
Function Level	2 moderate
Specific Diagnosis	1 FASD/ADHD 1ASD/ADHD & Tourette's

Meadows supports 2 individual with developmental disabilities

Gender	2 male
Ethnicity	2 first Nations
Age	2 at 8-13,
Communication	Verbal
Sensory Issues	none
Mobility	2 high
Function Level	1 high, 1 moderate
Specific Diagnosis	1 RAD/ODO/ FASD, 1 FASD/RAD/ODD/OCD

Clarendon supports 2 individual with developmental disabilities

Gender	1 Male 1 Female
Ethnicity	1 Caucasian 1 Metis
Age	2 at 10-19
Communication	2 Verbal
Sensory Issues	2 None
Mobility	2 Non-restrictive
Function Level	2 high
Specific Diagnosis	1 PTSD chronic and complex, ODD 1 ADHD, PTSD, ODD, Anxiety Disorder, RAD

Harvard supports 1 individuals with developmental disabilities

Gender	1 Female
Ethnicity	First Nations
Age	1 at 10 -19
Communication	Verbal
Sensory Issues	none
Mobility	1 full mobility
Function Level	1 moderate
Specific Diagnosis	ARND, FASD, ADHD, ODD

Linq supports 2 individual with developmental disabilities

Gender	1 male, 1 female
Ethnicity	1 Chinese, 1 Caucasian
Age	2 - 10 to 19
Communication	1 Minimal verbal, 1 non verbal
Sensory Issues	1 full, 1 deaf
Mobility	2 high
Function Level	2 moderate
Specific Diagnosis	2 Autism, severe intellectual disability, OCD, ADHD

Akira supports 1 individuals with developmental disabilities

Gender	1 males
Ethnicity	First Nations
Age	1 - 10 to 19
Communication	verbal
Sensory Issues	none
Mobility	high
Function Level	1 high
Specific Diagnosis	Disordered Attachment, ADHD, ARND (FASD)

Western supports 2 individual with developmental disabilities

Gender	2 Male
Ethnicity	1 Caucasian 1 Metis
Age	2 at 10-19
Communication	1 Verbal, 1 minimal verbal
Sensory Issues	1 None, 1 Blind/Deaf
Mobility	1 High, 1 Low
Function Level	1 moderate, 1 low
Specific Diagnosis	1 charge, FASD, Autism, ODD, G-Tube 1 Schizophrenic

Residential Adult & Youth Services Outcomes Data Results 2016-2017

Domain	Objective	Sample	Indicator	Time Frames	Data Source	Results	Target achieved
Effectiveness	Increase # of individuals working towards paid employment that live in staffed Residential homes	Individuals served	Individuals with employment goals as well as employment related skills goals	1 Year	-ISP goals - Share Vision - Staff meeting agenda and HR month end reports	See charting stats below	Yes
Accessibility	Increase the accessibility of employment resources to the staff teams	Residential staff	The number of staff that are aware of 5 to 10 employment resources that are available and trained	1 Year	Staff meeting, discovery process, learning employment skills, and situational assessments Employee Satisfaction survey	91% of staff feel they are trained around supporting the individuals to work towards meeting their goals	Yes
Satisfaction	Are persons served satisfied with the amount of supports received to gain employment or developed skills related to employment	100 % Persons served	Number of individuals who have learned employment skills or have gained paid employment	1 Year	Annual Individual satisfaction survey	94%- yes 6% - no	Yes
Efficiency	To be more efficient in supporting individuals to find a job we will increase the number of staff trained in employment so that we can support them to achieve employment in a timely manner.	Employees and individual served	Those individuals with employment goals will have a discovery, situational assessments and gain paid employment within 9-10 months	1 Year	Share Vison goal trackers, number of paid jobs	90% of managers trained in employment supports 32% have jobs 51% have Situational assessments 68% have discoveries	Yes

Manager	Service Area-	Person Serv	OYED/SIT.ASSESS.		Discover		ISP		employment goals		employment Skills		Age Ranges	Age Ranges
			Paid	SA / Courses	DONE	TO DO	Need	Complete	complete	ongoing	complete	ongoing	working age	Seniors
2016/2017														
Amanda Rose	Adagar	2	0	0	1	1	0	2					1	1
	Berkshire	1	0	0	1	0	0	1					1	
	Cypress	2	0	1	1	1	0	2	1	1	1	1	2	
Ray Subido	Hazel CI	2	0	1	2	0	0	2	1	1	1	1	2	
	Hazel	2	0		0	2	0	2					2	
Jean Yngreso	Richmond	5	2	4	4	1	0	5	6	2			2	2
	Elgin	4	0		2	2	0	4	0	0			3	1
Nicole Chretien	Bethayne	3	1	1	1	1	1	2	1	1	1	0	2	1
	Kings	5	0				1	4					2	3
Dave Walker	Brookwood	2	0		0	2	1	1					1	1
	Aster	5	3	4	4	1	0	5		2		2	4	1
Patti Kimball	Cascade	2	1	1	2	0	0	2	0	0	1	0	1	1
	Christel	3	0		0	4	0	3	0	0	0	0	4	
	Totten	2	0	1	1	1	0	2	1	3	3	0	1	1
Melanie	Eureka	1	0		0	1	0	2	0	0	0	0	0	1
	Gemini	4	0		1	5	1	5	0	0	0	0	1	3
Amanda Rose	Parktree	4	2	2	3	1	0	4					4	
Mandi Peterson	Yale	5	0		0	4	0	4					1	4
Capri-Anna														
	Evergreen	1	0	1	1	0	0	1		2	1		1	
Ray Ebertt	Orion	4	0	1	1	3	0	4	0	0	0	0	1	3
Corey Nonis	Sefton	2	0		0	2	1	1	0	0	0	0	2	
	St Thomas	2	0		0	2	0	2	0	0	1	2	1	1
Blair Lucus	Lambert	2	3	2	2	0	0	2	6	4	8	5	2	
	Crosby	1	1	2	1	0	0	1	4	6	0	2	1	
Blair Lucus	Willemar-Adult	1	1	1	1	0	0	1	3	0	3	0	1	
		67	14	22	29	34	5	64	23	22	20	13	43	24

Manager	Service Area-	Person Serv	EMPLOYED/SIT.ASSESS.		Discovery		ISP		employment goals		Volunteer/comm	
			2016-2017	Paid	SA / Course	DONE	TO DO	Need	Complete	complete	ongoing	complete
Coralee	Meadows	2	1				0	2	1	2		3
Blair	Willemar-Youth	2	3	3	1		0	1	5	9	0	0
Erin	Brentwood	2	1				0	2		2		2
Danica	Partridge	1			1			1	2	2		1
Danica	McQueen	2					0	2	1	2		3
Coralee	Pinewood	1					0	1				3
	Harvard	1					0	1				
Erin	Linq	2					2	0				
	Western	2					2	0				
	Nanimo	1					0	1				
Ray	Akira	1										
		21	5	3	2	0	6	13	9	17	0	15

Summary of the 2016/2017 Residential Outcome Results

Residential Services Satisfaction

Are persons served satisfied with the amount of supports received to gain employment or developed skills related to employment?

Action Plan: The agency administered an annual individual satisfaction survey to all individuals served that they feel they have received the support necessary to gain employment. The staff will support the individual to seek out opportunities for employment by developing these skills.

Complete: This goal has been completed by 73% of individuals served saying yes they are satisfied, 25% of individuals saying yes they are satisfied but did not have employment goals, 6% of the individuals saying no they are not satisfied with the amount of supports they receive to work towards getting a job or learning new employment skills that will lead to a future job.

Residential Services Effectiveness

Increase # of individuals working towards paid employment that live in staffed Residential homes i.e., volunteering, learning employment skills, discoveries and situational assessments, paid employment

Action Plan: The agency focused on the individuals ISP goals around Adults and youth learning employment skills, discoveries, and situational assessments and gaining employment for individuals living in a residential home setting.

Complete: This goal has been completed by the following statistics:

There are 67 individuals served in Residential homes for Adults

There are 14 paid jobs for individuals in Residential homes for Adults

There have been 22 situational assessments completed during this fiscal year

There have been 29 Discoveries completed this fiscal year

There are 20 completed employment goals and 18 ongoing employment goals this fiscal year

Out of the 67 individuals 35 % of them are Seniors

Out of the 67 individuals 65 % of them are of the working age

Out of the 65% - 33% of them have jobs at the time of this fiscal year

Out of the 65% - 68% of them have had discoveries completed this fiscal year

Out of the 65%- 51% of them have had a situational Assessment completed for this fiscal year.

There were 71 goals related to employment skills training or gaining employment during the fiscal year.

Residential Services Efficiency

To be more efficient in supporting individuals to find a job we will increase the number of staff trained in employment so that we can support them to achieve employment in a timely manner.

Action Plan: The agency will facilitate employment training for all Milieu managers during manager meetings. The managers will then support their staff teams along with mentoring staff to support individuals with gaining employment.

Complete: Yes: 90% of residential managers took and completed the training and are working with their staff teams to increase the jobs for the individuals served residentially. 32% of the individuals served have jobs, 51% have had situational assessments, and 68% have had a discovery completed.

Residential Services Accessibility

Increase the accessibility of employment resources to the staff teams

Action Plan: The agency will facilitate employment training for all Milieu managers during manager meetings. The managers will then support their staff teams along with mentoring staff to support individuals with gaining employment. The residential managers will create teams of managers that will support and mentor the staff teams working towards employment skills and employment goals for all individuals. The staff teams will also utilize our employment teams to gain resources in their communities.

Complete: There was 91% of our residential staff teams that feel they have received the training in order to support the individuals with each of their specific goals from their ISP supports plans.

Residential Services 2017/2018 Strategic Planning:

Domain	Objective	Indicator	Sample	Time Frame	Data Source	Collector	Target Goal
Effectiveness	Increase the effectiveness and accuracy of support strategies and goal reporting for the Individual Support by maintaining and updating documentation associated with the individual Support plans	The agency will support individuals each month to review their goals and adjust strategies and supports that they feel they want and need.	100%	2017-2018 Annually	ISP's, share vision goal reporting, month goal check ins	Individuals Served	80% of individuals will report that they are being positively impacted by the support strategies
Efficiency	Decrease the amount of time it takes to complete the Discovery and vocational profile in order to maximize the efficiency of collecting the required information	All relevant information is documented and collected in one meeting for ISP, vocational profile and discovery.	100%	2017-2018 Annually	All people report that all information was collected during this meeting	Individuals, network, managers	75% of the information is collected during the one meeting
Accessibility	To increase the satisfaction of persons served in regards having access the workshops or classes that are offered to them within the agency or community to increase their knowledge and employment skills	When individuals feel satisfied that they are aware of all upcoming workshops or classes they can join with the agency and in community	100%	2017-2018 Annually	-Individual Service Plan, -Goal reporting - Share vision	Satisfaction Survey	85% of Individuals served will be satisfied

Domain	Objective	Indicator	Sample	Time Frame	Data Source	Collector	Target Goal
Satisfaction	The staff will have satisfaction in their jobs and feel appreciated and supported by management	The agency will create a reward system that recognizes outstanding performance. The reward system will be multi- leveled and will give the staff an opportunity to be recognized by their coworkers, senior management and Executive Director.	Staff	2017-2018 Annually	Employee satisfaction survey	Employees	80% of staff will report that they are satisfied with their jobs and feel appreciated