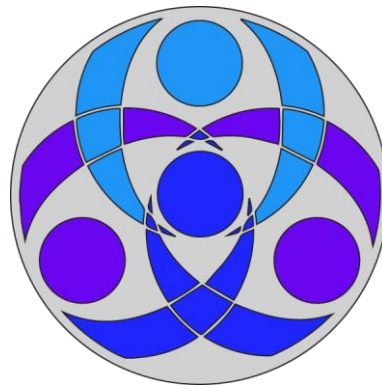


# Milieu Children & Family Services

## Residential Services Annual General Report (with proof)

Community Housing & Shelters



April 2016 - March 2017

## **Residential Services Program Overview**

### **Watson Program**

Focus: Urgent care of youth who display high-risk street involvement

Details: 5 bed co-ed residence in Vancouver

Target Population: youth age 13 to 18 years

Intake: 24 hour emergency admissions through MCFD

Time Duration: Short-term, flexible

Staffing: Residential Care Workers (2 per shift)

Watson House provides an opportunity to 'interrupt' a youth's street life activity and to assess the youth's immediate needs or intentions. Watson house is an emergency placement up to 6 weeks .

Youth referred to the program are usually well known to the child welfare system and street level services. Immediate concerns focus on the youth's health and safety, but, where appropriate, rapid assessment is available to identify mental health issues and assist with planning. Youths age 13 to 18 who display high-risk street involvement; are well-known to MCFD system.

Watson House creates and maintain a safe and comfortable environment, that is non-judgemental and encourages open communication. Encourages life skills and empower youth to make healthy life choices, and encourage involvement in their planning process, and assists youth to realize their potential and understand their self-worth as they move onto the next steps of their lives giving them a hand up, not a hand out

### **Fremlin Program**

Focus: Stabilization of youth 'first time in care' or from placement breakdown with intensive assessment and planning services

Details: 5 bed co-ed residence in Vancouver

Target Population: youth age 13 to 18 years

Intake: 24 hour emergency admissions through VACFSS

Time Duration: Short-term, flexible

Staffing: Residential Care Workers (2 per shift)

Fremlin is a short term five bed facility that deals with high risk youth between the ages of 13-18. The majority of the youth at Fremlin are First Nation and referrals are received from the Vancouver Aboriginal Child & Family Services Society

(VACFSS). Most of the youth come to Fremlin due to a family or placement breakdown. The youth also come to Fremlin with challenges such as substance use, mental health concerns and involvement in the youth criminal justice system. Fremlin focuses on building relationships with the youth through life skills, education and engaging them in recreational activities. Fremlin also focuses on each youth's skillset and challenges, and then connecting them to the appropriate resources so that they are well supported after they leave Fremlin. The team at Fremlin strongly believe in their mission statement of empowering and supporting youth in all areas and fostering a family unification for first nation youth.

#### Cranbrook Hill Program

Focus: Stabilization of youth requiring complex care due to trauma, mental health, addictions, developmental disability, and/or behavioural issues.

Details: 5 bed co-ed residence in Prince George

Target Population: youth age 13 to 18 years

Intake: Planned intake through MCFD and Milieu Clinical team

Time Duration: Short-term up to 8 months, flexible

Staffing: Residential Care Workers (3 per shift)

Cranbrook Hill is a short term (up to 8 months) five bed facility that deals with youth between the ages of 13-18 who require complex care. The youth at Cranbrook Hill come from communities throughout the province. Referrals are received from MCFD and intakes are jointly planned between MCFD and Milieu's Clinical team. Most of the youth come to Cranbrook Hill due to a family or placement breakdown and require support so that they can transition back to their home community. The youth who come to Cranbrook Hill need support with challenges such as substance use, mental health issues, developmental disability, trauma, and/or behavioural issues. Cranbrook Hill focuses on building relationships with the youth through life skills, education and engaging them in recreational activities. Cranbrook Hill also focuses on each youth's skillset and challenges, and then connecting them to the appropriate resources so that they are well supported after they leave Cranbrook Hill and transition home.

**Residential Services Demographics****Watson Program**

Gender	16 Males, 14 Females
Ethnicity	13 Caucasian 9 Aboriginal 2 Asian 2 African 1 African American/Caucasian 1 Malaysian/Caucasian 1 Hispanic 1 Chinese/Metis
Age	2 at 13 years old 1 at 14 years old 4 at 15 years old 9 at 16 years old 4 at 17 years old 10 at 18 years old
Specific Diagnosis	4 Depression, 2 ADHD, 5 FASD, 2 Learning Disorder, 1 ODD, 1 Suspected Psychosis NOS, 5 Anxiety, 1 PTSD, 1 Conduct Disorder, 1 Autism Spectrum, 1 Sleep Disorder, 2 Learning Disorder, 1 Intellectual Impairment, 1 RAD

**Fremlin Program**

Gender	4 Females, 6 Males
Ethnicity	8 Aboriginal 2 Caucasian
Age	1 at 12 years old 1 at 13 years old 2 at 15 years old 2 at 16 years old 1 at 17 years old 3 at 18 years old
Specific Diagnosis	4 ADHD, 3 FASD, 1 Anxiety, 1 Autism, 1 OCD, 1 Neurodevelopmental Disability

**Cranbrook Hill**

Gender	2 Males, 1 Female
Ethnicity	2 Aboriginal 1 Caucasian
Age	1 at 14 1 at 12 1 at 15
Specific Diagnosis	2-Reactive Attachment Disorder (RAD) 2-Attention Deficit Hyperactivity Disorder (ADHD) with "borderline" cognitive ability, 2-Oppositional Defiant Disorder (ODD), 1-Conduct Disorder (CD) 1-Anxiety 1-Depression 1-Learning difficulties 1-Alcohol Related Neurodevelopmental Disorder (ARND) 1-moderate intellectual disability 1-Global developmental delay

### **Residential Services Outcomes Data Results**

<b>Domain</b>	<b>Objective</b>	<b>Indicator</b>	<b>Sample</b>	<b>Time Frames</b>	<b>Data Source</b>	<b>Target</b>	<b>Collector</b>	<b>Target achieved</b>
<u>Satisfaction:</u>	Staff will have satisfaction in their jobs and feel appreciated by Management	The Agency will create reward system to recognize and incentive outstanding performance. The system will be multi leveled and will give staff an opportunity to be recognized by Senior Management and the Executive Director.	Staff	Quarterly 1 Year	Satisfaction Surveys	75% of staff will report they are satisfied with their jobs and feel appreciated by management.	Brittney Sharma	85% of staff report they are satisfied with their jobs and feel appreciated by Management. This goal is complete.
<u>Effectiveness:</u>	To increase the effectiveness of long term planning for youth transitioning to adulthood.	Clinical Team, in Collaboration with Mangers, will ensure they are requesting ICM's every month for any youth past the age of 16 years old. Minutes will be kept and transition planning will be discussed at ach meeting.	Youth	Monthly	ICM Tracking Data, ICM/FCPC minutes	75% of youth will have monthly ICM's	Brittney Sharma	80.62% of youth over the age of 16 had monthly ICM's. This goal is complete.
<u>Efficiency:</u>	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.	Those individuals with employment goals will have a discovery, situational assessments and gain paid employment within 9-10 months	Youth	Intake 3 mo. 6 mo. 1 year	Youth have jobs	2 to 4 youth will gain employment	Brittney Sharma	A total of 4 youth found employment. This goal is complete.
<u>Accessibility:</u>	Increase accessibility of harm reduction tools and education in response to the opioid crisis in Vancouver.	Managers and all staff will be trained in Overdose Prevention, Opiates vs Stimulants, Identifying an Overdose, SAVE ME Intervention Steps, and Naloxone Administration	Staff	1 year Orientations	Training Certificates	All staff to have training in overdose prevention	Brittney Sharma	This goal is complete.

**Summary of the 2016/17 Group Home Care Outcome Results**

<b>DOMAIN</b>	<b>SATISFACTION</b>
<b>OBJECTIVE INDICATOR</b>	Staff will have satisfaction in their jobs and feel appreciated by Management. The Agency will create reward system to recognize and incentive outstanding performance. The system will be multi leveled and will give staff an opportunity to be recognized by Senior Management and the Executive Director.
<b>SAMPLE TIMING</b>	Staff Quarterly, 1 year
<b>DATA SOURCE OBTAINED BY</b>	Satisfaction Surveys
<b>TARGET RESULTS</b>	75% of staff will report they are satisfied with their jobs and feel appreciated by management The full time staff at Fremlin, Watson and Cranbrook filled out the survey (anonymously). In total 23 surveys were collected. On average 85% of the employees reported that they were satisfied with their jobs and that they felt recognized by Senior Management. This goal was completed.
<b>EXTENUATING/ FACTORS RECOMMENDATIONS</b>	

<b>DOMAIN</b>	<b>EFFECTIVENESS</b>
<b>OBJECTIVE INDICATOR</b>	To increase the effectiveness of long term planning for youth transitioning to adulthood. Clinical Team, in Collaboration with Managers, will ensure they are requesting ICM's every month for any youth past the age of 16 years old. Minutes will be kept and transition planning will be discussed at each meeting
<b>SAMPLE TIMING</b>	Youth Monthly, Quarterly
<b>DATA SOURCE OBTAINED BY</b>	ICM Tracking Data, ICM/FCPC minutes
<b>TARGET RESULTS</b>	75% of youth will have monthly ICM's This year Watson had 22 youth who lived at the home and were over 16 years old. The average success rate for monthly ICM's for the youth at Watson was 72.5%. This year Fremlin had 4 youth who were over 16 years old. The average success rate for monthly ICM's for these youth was 88.75%. The total average for monthly ICM's was 80.62%. This goal was completed.
<b>EXTENUATING/ FACTORS RECOMMENDATIONS</b>	

**DOMAIN EFFICIENCY**

<b>OBJECTIVE</b>	To be more efficient in supporting individuals to find a job Managers will be mentored in customized employment so that youth can be supported to find employment.
<b>INDICATOR</b>	Those individuals with employment goals will have a discovery, situational assessments and gain paid employment within 9-10 months
<b>SAMPLE</b>	Youth
<b>TIMING</b>	Intake-1 Year
<b>DATA SOURCE</b>	Youth have jobs
<b>OBTAINED BY</b>	
<b>TARGET</b>	A total of 4 youth found employment. This goal is complete.
<b>RESULTS</b>	Of the 10 youth who lived at Fremlin House 1 of them gained employment. Youth DK found employment working in retail store. Of the 30 youth who lived at Watson House, Youth JS found a job working for an auto wrecking company, Youth MD found employment working for Molly Maid (cleaning service), and Youth JD found employment with McDonalds. This goal was completed.
<b>EXTENUATING/ FACTORS</b>	
<b>RECOMMENDATIONS</b>	

**DOMAIN ACCESSIBILITY**

<b>OBJECTIVE</b>	Increase accessibility of harm reduction tools and education in response to the opioid crisis in Vancouver.
<b>INDICATOR</b>	Managers and all staff will be trained in Overdose Prevention, Opiates vs Stimulants, Identifying an Overdose, SAVE ME Intervention Steps, and Naloxone Administration
<b>SAMPLE</b>	Staff
<b>TIMING</b>	1 Year, orientation of new hires
<b>DATA SOURCE</b>	Training Certificates
<b>OBTAINED BY</b>	
<b>TARGET</b>	All staff to have training in overdose prevention
<b>RESULTS</b>	Managers have trained all staff in overdose prevention and Naloxone administration. All new staff receive this training at their orientation. This goal is complete.
<b>EXTENUATING/ FACTORS</b>	
<b>RECOMMENDATIONS</b>	



**Community Housing and Shelters 2017/18 Strategic Planning:**

<b>Domain</b>	<b>Objective</b>	<b>Indicator</b>	<b>Sample</b>	<b>Time Frames</b>	<b>Data Source</b>	<b>Collector</b>	<b>Target</b>
<u>Satisfaction:</u>	Staff will feel satisfied with the debrief offered to them following critical incidents.	Staff will indicate that they feel satisfied with the debrief offered to them following involvement in a critical incident.	Staff	1 Year	Satisfaction Surveys	Brittney Sharma	75%
<u>Effectiveness:</u>	New Staff will be able to effectively support youth at risk and will have the skills they need to do their job.	Staff will receive performance evaluations/probationary reviews that reflect that they are effectively supporting youth.	Staff	1 Month 3 Month 1 Year	Performance Reviews & Staff Surveys	Brittney Sharma	75%
<u>Efficiency:</u>	Staff will be equipped to efficiently support youth to find employment.	Staff will feel they have the skills to help youth find employment.  Youth will have jobs.	Staff & Youth	1 Year	Satisfaction Surveys & Employment of Youth	Brittney Sharma	At least 2 youth will have employment
<u>Accessibility:</u>	Stakeholders will feel that Milieu Management is accessible for feedback.	Stakeholders (MCFD, VACFSS) will report that they feel that Milieu Management is easily accessible and available for feedback.	Management	1 Year	Feedback Meetings	Brittney Sharma	75%