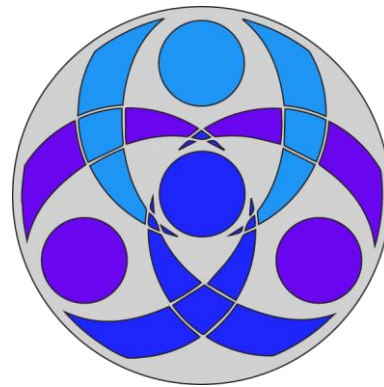


Milieu Children & Family Services

Residential Services Annual General Report

Group Home Care



April 2016 - March 2017

Residential Services Program Overview

Vimy & Park Programs

Focus: Residential service with a focus on preparing children and youth with mental health issues for family-based care or independent living

Details: Two homes with a combined capacity of 10 beds

Target Population: youth age 12 to 18 years

Intake: Referral by MCFD

Time Duration: Six months to one year; flexible

Staffing: Residential Care Workers (2 per shift) supported by Family Support Worker, FASD Key Worker, Clinical Director, and Clinical staff.

Park and Vimy Program both offer residential long-term stabilization programs for difficult to serve youth who require specialized behaviour management programs. Highly individualized service delivery plans developed at intake and a positive, supportive, structured milieu are designed to stabilize the youth and to prepare him/her for either family-based care or independent living. The aim of

the program is not to “treat” the youth, but to prepare a care-giving context to “fit” the needs of the youth.

Referred youth may have a mental illness, drug or alcohol abuse problems (but may not be suitable for residential drug or alcohol treatment), and/or may have some YOA charges/offenses, but not be primarily considered conduct disordered. Referred youth will also not be severely mentally challenged. Older youth may have a serious mental illness, and will be in the care of a psychiatrist or mental health team. The “mix” of the residents in each house is a central factor in the decision to accept the youth into the program.

Staff members work closely with community mental health teams and receive regular consultation and clinical supervision from a Milieu Psychologist and Psychiatric Nurse. Family Support Counselors may provide links and/or transition services to other Milieu programs.

Residential Services Demographics**Park Program**

Gender	5 Males, 3 Females
Ethnicity	Caucasians – 3 Aboriginal – 5
Age	3 at 16 years old 2 at 17 years old 3 at 18 years old
Specific Diagnosis	2 Depression, 2 ADHD/ADD, 2 Suspected ADHD/ADD, 2 FASD, 2 Suspected FASD, 2 CPTSD/PTSD, 2 RAD, 1 Psychosis, 2 Suspected/Drug induced Psychosis, 2 Anxiety, 2 RAD/Attachment disorder, 3 Early Psychosis Intervention involvement

Vimy Program

Gender	4 Females, 7 Males
Ethnicity	Caucasian - 7 Asian - 3 African/Canadian -1
Age	1 at 12 years old 2 at 16 years old 4 at 17 years old 4 at 18 years old
Specific Diagnosis	2 Depression, 5 ADHD, 1 FASD, 1 CPTSD, 1 PTSD, 1 OCD 1, RAD 1, Psychosis (NOS) 1, 2 Suspected/Drug Induced Psychosis, 1 Separation Anxiety Disorder, 3 Anxiety, 1 ODD, 1 Pedophilia, 1 Learning Disabled

Residential Services Outcomes Data Results

Domain	Objective	Indicator	Sample	Time Frame	Data Source	Collector	Target
<u>Satisfaction:</u>	Staff will have satisfaction in their jobs and feel appreciated by Management.	Staff will report that they feel recognized by Management and are satisfied in their jobs.	Staff	1 year	Satisfaction Surveys		75% of staff will report they are satisfied with their jobs and feel appreciated by management.
<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 each meeting.	Youth	Monthly Quarterly	ICM Tracking Data, ICM/FCPC minutes		75% of youth over 16 will have monthly ICM's
<u>Efficiency:</u>	Managers will be mentored in customized employment so that youth are more efficiently supported to find employment	Youth will gain employment while living at the home.	Youth	1 Year	Youth have jobs		2 to 4 youth will gain employment
<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 Orientation	Training Certificates		All staff to have training in overdose prevention

Summary of the 2016/17 Group Home Care Outcome Results

DOMAIN	SATISFACTION
OBJECTIVE INDICATOR	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.
SAMPLE	Staff
TIMING	Quarterly, 1 year
DATA SOURCE OBTAINED BY	Satisfaction Surveys
TARGET RESULTS	75% of staff will report they are satisfied with their jobs and feel appreciated by management The full time staff at Park and Vimy filled out the survey (anonymously). In total 12 surveys were collected. The overall satisfaction rate was as follows: Question 1: 100%, Question 2: 83.3%, Question 3: 91.6%. On average 91.6% of the employees reported that they were satisfied with their jobs and that they felt recognized by Senior Management. This goal was completed.
EXTENUATING/ FACTORS RECOMMENDATIONS	None Identified None Identified

DOMAIN	EFFECTIVENESS
OBJECTIVE INDICATOR	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
SAMPLE	Youth
TIMING	Monthly, Quarterly
DATA SOURCE OBTAINED BY	ICM Tracking Data, ICM/FCPC minutes
TARGET RESULTS	75% of youth will have monthly ICM's This year Park had 8 youth who lived at the home. All 8 youth who lived at Park were 16 years old or older. The average success rate for monthly ICM's for the youth at Park was 75.74%. This year there were Park: Average goal success: 75.74%. This year Vimy had 8 youth who lived at the home who were over the age of 16. The average success rate for monthly ICM's for these youth was 89.06%. This goal was completed.
EXTENUATING/ FACTORS RECOMMENDATIONS	None Identified None Identified

DOMAIN	EFFICIENCY
OBJECTIVE	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.
INDICATOR	Those individuals with employment goals will have a discovery, situational assessments and gain paid employment within 9-10 months
SAMPLE	Youth
TIMING	Intake-1 Year
DATA SOURCE	Youth have jobs
OBTAINED BY	
TARGET	A total of 4 youth found employment. This goal is complete.
RESULTS	Of the 8 youth who lived at Park House 3 of them gained employment. Youth DA found a job working for a landscaping company, Youth DM found a job as a dishwasher in a restaurant, and Youth HM found a job as a dog walker/groomer. Of the 11 youth who lived at Vimy House, Youth RH found a job working for a construction company, LE found employment with a landscaping company, and Youth HM found a job at McDonalds.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

DOMAIN	ACCESSIBILITY
OBJECTIVE	Increase accessibility of harm reduction tools and education in response to the opioid crisis in Vancouver.
INDICATOR	Managers and all staff will be trained in Overdose Prevention, Opiates vs Stimulants, Identifying an Overdose, SAVE ME Intervention Steps, and Naloxone Administration
SAMPLE	Staff
TIMING	1 Year, orientation of new hires
DATA SOURCE	Training Certificates
OBTAINED BY	
TARGET	All staff to have training in overdose prevention
RESULTS	Managers have trained all staff in overdose prevention and Naloxone administration. All new staff receive this training at their orientation. This goal is complete.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

Summary of the 2017/18 Group Home Care Strategic Planning

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target
<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		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		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		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 the feel that Milieu Management is easily accessible and available for feedback.	Management	1 Year	Feedback Meetings		75%