

Milieu Family Services

Residential Services Annual General Report



Connexus
Family & Children Services



Milieu Family Services



South Vancouver Youth Centre

April 2014 - March 2015

Residential Services Program Overview

Kings - offers support for participation in activities in the local community. There is access to generic services as well as specialty services provided by Continuing Care, which encompasses an HSCL nurse, a Nutritionist, a Dental Hygienist and an Occupational Therapist.

Aster - offers support to access amenities in the community; these amenities include malls, beaches, parks, local hospital and are located on a bus route.

Bethayne - offers opportunity to enhance each individual's quality of life, to pursue avenues of interest, and strive to create friendships and lasting relationships.

Brookwood - offers support 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.

Adagar/Berkshire - offers commitment to community inclusion and support to participate in their immediate community, utilizing shopping facilities, recreation centers, coffee shops, and entertainment facilities.

Hazel - offers opportunity to participate in many local community events. The staff vision of the home is to support each individual in creating, meaningful and productive lives, and in maintaining a state of optimal health and well-being.

Akira - offers a transition between youth and adulthood. The staff vision of the home is to create a supportive environment that promotes independence and well-being.

Christel - offers commitment to community inclusion and support to participate in their immediate community, utilizing shopping facilities, recreation centers, coffee shops, and entertainment facilities.

Elgin - offers support to utilize the community's recreation, entertainment and shopping facilities. Assisting the individuals to maintain family/friend relationships and explore new relationships within their community is a main focus of the home.

Gemini - offers a commitment to community inclusion and the support to participate in numerous activities that they are interested in within their local community.

Orion - offers a commitment to community involvement and each individual is supported in activities of interest within their local community.

Parktree - offers 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 these relationships.

Richmond - offers support to establish social connections in the community. Multiculturalism is a large focus of the home. It is evident in everything from the home décor, menus and community activities.

Totten - offers a commitment to community involvement and each individual is supported in activities of interest within their local community.

Yale - 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.

Eureka - 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.

McQueen - offers support to explore community options from the

Cascade - offers a commitment to community inclusion and the support to participate in numerous activities that they are interested in within their local community.

Lambert - offers support 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.

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.

Jazz - provides 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.

St. Thomas - offers support 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

Pinewood- 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.

Residential Services Demographics

Elgin supports 4 individuals with developmental disabilities

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

Kings supports 4 individuals with developmental disabilities

Gender	4 Males
Ethnicity	3 Caucasian (European Descent), 1 First Nations
Age	1 at 30-39, 2 at 50-59, 1 at 60+
Communication	1 Verbal, 3 Non-Verbal
Sensory Issues	4 No issues
Mobility	3 full, 1 Assistive
Function Level	1 High Functioning, 3 Low-Functioning
Specific Diagnosis	1 PKU, 1 Autistic and Psychiatric, 1 Mosaic Downs Syndrome, 1 Autistic

Gemini supports 4 individuals with developmental disabilities

Gender	4 Male
Ethnicity	2 Caucasian (European Descent), 2 First Nations
Age	1- 20-29, 2 at 50-59, and 1 60+
Communication	1 Non-Verbal (Sign Hand over Hand), 2 Non-Verbal 1 verbal
Sensory Issues	4 No Issues
Mobility	2 Full, 2 Assistive
Function Level	1 Mid, 2 Low, 1 high
Specific Diagnosis	1 Congenital Rubella Syndrome, 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 30-39, 2 at 50-59, 1 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

Christel supports 3 individuals with developmental disabilities

Gender	3 Females 1 male
Ethnicity	1 Asian & 2 Caucasian (European Descent)
Age	1 at 19-29, 2- -30-39
Communication	2 Verbal, 1 Non-Verbal
Sensory Issues	3 No Issues
Mobility	3 Full
Function Level	2 Moderate, 1 low functioning
Specific	2 Autistic, 1 Autistic with Seizure Disorder

Yale supports 5 individuals with developmental disabilities

Gender	3 Female, 2 male
Ethnicity	1 Asian, 4 Caucasian (European Descent)
Age	2 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	5 Full
Function Level	3 Mid, 2 Low
Specific	1 Mild Choreoathetosis and Bilateral Stabismus, 1 Rubella

Diagnosis	
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Hazel supports 2 individuals with developmental disabilities

Gender	2 Female
Ethnicity	1 Caucasian, 1 South Asian
Age	2-19-29,
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	2 High
Specific Diagnosis	2 Mid to Moderate Developmental Disability, 1 OCD, 1 Mental Health Diagnosis

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 2 at 50-59
Communication	4 Verbal, 1 English as a Second Language
Sensory Issues	No Issues
Mobility	5 Full
Function Level	5 High
Specific Diagnosis	1 Seizure Disorder, 1 Downs Syndrome, 1 Schizophrenia

Diagnosis	Syndrome and Seizure Disorder, 2 Seizure Disorder
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Parktree supports 4 individuals with developmental disabilities

Gender	4 Females
Ethnicity	2 Asian, 2 Caucasian (European Descent)
Age	2 at 30-39, 2-50-59
Communication	4 Verbal,
Sensory Issues	No issues
Mobility	4 Full
Function Level	4 Mid
Specific Diagnosis	1 Autistic, 1 Cerebral Palsy

Aster supports 5 individuals with developmental disabilities

Gender	5 Males
Ethnicity	4 Caucasian (European Descent) 1Asian
Age	2 at 19-29, 2 at 30-39, 1 at 40-49
Communication	3Verbal, 2 Non- Verbal
Sensory Issues	5 No Issues
Mobility	3 Full, 2 Assistive
Function Level	1 High, 3 Mid, 1 Low
Specific Diagnosis	1 Cerebral Palsy, 1 Tuberos Sclerosis and Seizure Disorder, 3 Autistic, 1 Bi-Polar,

Bethayne supports 3 individuals with developmental disabilities

Gender	3 Females
Ethnicity	2 Caucasian 1 First Nations
Age	2 at 19-29, 1 at 50-59
Communication	2 Verbal, 1 Non-Verbal
Sensory Issues	3 No Issues
Mobility	2 Full, 1 Assistive
Function Level	1 high, 2 Mid
Specific Diagnosis	1 Autistic, 1 Seizure Disorder, 1FASD

Adagar/Berkshire supports 2 individuals with developmental disabilities

Gender	2 Males
Ethnicity	2 Caucasian (European Descent)
Age	1 at 50-59, 1- 30-39
Communication	2 Verbal
Sensory Issues	2 No Issues
Mobility	2 Full
Function Level	2 High
Specific Diagnosis	1 Intermittent Explosive Disorder and Seizure Disorder 1 moderate developmental Disability

Cascade supports 2 individuals with developmental disabilities

Gender	2 Females
Ethnicity	1 Filipino, 1 Caucasian (European Descent)
Age	1 at 19-29, 1 at 40-49
Communication	2 Verbal
Sensory Issues	1 blind
Mobility	2 Full
Function Level	1 High, 1 Low
Specific Diagnosis	1 Autism and Obsessive Compulsive Disorder, 1 Autism

Eureka support 1 individual with developmental disabilities

Gender	1 Male
Ethnicity	1 Caucasian (European Descent)
Age	1 at 19-29
Communication	1 Non- Verbal, ASL
Sensory Issues	1 No Issues
Mobility	Full
Function Level	High
Specific Diagnosis	Autism

Totten supports 2 individuals with developmental disabilities

Gender	2 Females
Ethnicity	2 Caucasian (European Descent)
Age	1 at 30-39, 1 at 40-49
Communication	1 non- verbal, 1 verbal
Sensory Issues	No issues
Mobility	2 Full
Function Level	2 High
Specific Diagnosis	2 Autism

St. Thomas supports 2 individuals with developmental disabilities

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

Cypress supports 2 individuals with developmental disabilities

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

Pinewood support 1 individual with developmental disabilities

Gender	1 male
Ethnicity	1 Fort Nations
Age	1 at 8-13
Communication	1 verbal,
Sensory Issues	None
Mobility	1 High
Function Level	1 med
Specific Diagnosis	1 FASD, ADHD

McQueen supports 2 individual with developmental disabilities

Gender	2 male
Ethnicity	2 Caucasian
Age	1at 8-13, 1 at 15-20
Communication	2 verbal
Sensory Issues	None
Mobility	2 high
Function Level	1 low, 1 moderate
Specific Diagnosis	1 Autism, 1 FASD

Lambert supports 1 individual with developmental disabilities

Gender	2 male
Ethnicity	2 Caucasian
Age	2 at 19-29
Communication	2 mild verbal; uses pic symbols, few words
Sensory Issues	None
Mobility	1 assistive, 1 Full
Function Level	2 low
Specific Diagnosis	1 Cerebral Palsy, 2 Autism, 1 Seizure Disorder, 1 bi-polar

Jazz supports 1 individual with developmental disabilities

Gender	1 female
Ethnicity	1 Asian
Age	1 at 15-20
Communication	1 verbal
Sensory Issues	None
Mobility	1 high
Function Level	1 high
Specific Diagnosis	1 ADHD, 1 Anxiety Disorder, 1 Phonological Disorder, 1 Developmental Coordination Disorder

Akira supports 1 individual with developmental disabilities

Gender	1 male
Ethnicity	1 Caucasian
Age	19
Communication	Verbal
Sensory Issues	None
Mobility	Full
Function Level	High
Specific Diagnosis	Psychosis , Depression

Residential Services Outcomes Data Results 2014-2015

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
Satisfaction: Individuals supported will have a network of meaningful relationships.	% of persons served that report that they have enough friends in their lives	Sample of individuals that responded to individual satisfaction survey	75%	Individual Satisfaction Survey	95%	Yes
Effectiveness: Increase the accessibility of Agency information available to Families, Caregivers and Friends of Persons served.	Percentage of Families, Caregivers and Friends of Persons served reporting that they receive regular information.	Families/Caregivers/ Advocates	75%	Personal Network Survey	88%	Yes
Efficiency: Increase in competency training offered last year compared to this year.	Total of competency training last year compared to this year	Staff	Increase by 15%	HR -Staff Competency Summary Tracker	This has increased by over 15%	Yes
Accessibility: Individuals will be satisfied with the amount of support they receive from their staff to learn three new life skills	% of individuals that learn three new life skills	All individuals living in Milieu residential	75%	Individual Satisfaction survey	88%	Yes

Summary of the 2014/2015 Residential Outcome Results

Residential Services Satisfaction

Individuals supported will have a network of meaningful relationships.

Action Plan: The agency administered an annual individual satisfaction survey to all individuals served

Complete: Yes, 95% of Individuals that completed survey reported that had enough friends.

Residential Services Effectiveness

Increase the accessibility of Agency information available to Families, Caregivers and Friends of Persons served.

Action Plan: The agency administered an annual personal network satisfaction survey.

Complete: Yes. 88% of respondents reported that they are receiving regular information about the agency and its services.

Residential Services Efficiency

Increase in competency training offered last year compared to this year.

Action Plan: The human resources committee tracked competency training for all agency staff.

Complete: Yes. This year the competency training increased by 15%. This was accomplished through adding extra training to the schedule. These additional trainings included: Conversations that matter, CBI Level 2 Scheduling and choice making.

Residential Services Accessibility

Individuals will be satisfied with the amount of support they receive from their staff to learn three new life skills

Action Plan: The agency administers an annual individual satisfaction survey to all individuals served.

Complete: Yes. 88% of individuals that completed the survey reported that they are satisfied with the amount of support they have received from their service staff.

Residential Services 2015/2016 Strategic Planning:

This year Milieu will be focusing our satisfaction, effectiveness, efficiency and accessibility goals under the eight quality of life domains.

1. Physical Well Being
2. Emotional Well-Being
3. Material Well-Being
4. Personal Development
5. Self Determination
6. Rights
7. Social Inclusion
8. Interpersonal Relations

Objective	Quality of Life Domain	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<i>Individual Impact Measures (Effectiveness)</i>							
<i>Increase the number of staff to be trained in level 1 Positive Behavioural Supports Scheduling and Choice making and MANDT</i>	All Quality Of Life Domains	Staff trained in CBI level 1 and MANDT	All staff	Annually	HR Month end reports and tracker and attendance records	Staff	Increase by 50%

Management Measures - Efficiency							
Increase the number of managers in Residential services that have received training in employment to build capacity in management team.	Self Determination	Employment Related Training. 80% of residential managers will receive full employment specialist training (TRN online)	All Managers	Annually	HR Month End Reports	Managers	80% of managers has taken and completed
Management Measures – Accessibilty							
Increase the accessibility of managers to the staff teams	All Domains	Staff that are reporting	staff	Annually	Residential accessibility Survey given to all residential staff teams	staff	80%

Service Quality Measures (Feedback/Satisfaction)							
<i>Are individuals satisfied in the information they receive in order to choose their support strategies</i>	Self Determination	Individuals receiving service	People who have goals	Annually	Individual satisfaction survey	Persons Served	50% feel satisfied with the information they are given in order to choose their individualized strategies