

# Milieu Family Services

## Shared Living Services Annual General Report



April 2014 - March 2015

## Shared Living Services Program Overview

Milieu's Shared Living Services provides supports to Adults with developmental disabilities that wish to share a home with someone in a natural home environment. Milieu's Shared Living Support Model is a broad and flexible service that includes a wide variety of support and living arrangements. In some situations, Shared Living involves very close relationships; the individual within the Shared Living not only share their personal space, but, also their lives. The members of the home spend a lot of time together and are actively involved in one another's daily activities. In other situations, the Shared Living arrangement is characterized by more independent relationships; the members of the home generally go their own ways and come together at specific times or for specific purposes.

However, despite the endless variations, there are some commonalities within all of these arrangements. Those who are contracted to provide Shared Living have the following responsibilities:

- Treat the individual with respect and dignity at all times
- Fully integrate and treat the individual as an equal participant in the home and community
- Ensure the individual's safety and general well-being
- Provide support and guidance
- Offer nutritious meals that respect cultural backgrounds and dietary needs
- Provide positive adult role modeling
- Create an atmosphere that fosters independence and personal growth while ensuring the individual remains safe
- Ensure the individual is provided with appropriate medical and dental care and follow routines prescribed by health professional
- Nurture positive relationships between the individual and members of his/her family and support network
- Encourage and support the individual to connect with community and to access generic services

Milieu provides each contracted caregiver with a complete handbook outlining the contractor's obligations with respect to, the above notes responsibilities and provides information on accessing tools and resources that increase the support and probability of placement sustainability. This handbook is reviewed and signed off annually at during their contract

renewal process and many procedures and best practices listed within the handbook are part of the Shared Living provider's annual monitoring review.

A Shared Living Survey was established to gather information from the Shared Living providers in order to improve Milieu's contracting and support practices; thus fostering a stronger more well trained pool of caregivers and seeking information from caregivers to mitigate placement breakdown of persons served.

This year twenty five surveys were given out, and eighteen were returned. This was a return rate of 72%.

The Annual Shared Living Review is a user-friendly, time efficient tool that allows the caregiver to perform a self analysis, this information is reviewed monthly by the Shared Living Coordinator over ShareVision and phone discussions; subsequently, once a year the Shared Living Coordinator goes into the home to review the Health and Safety compliance aspects of the home. This tool can and is used to review our Shared Living Services on a placement by placement basis and not compared to each other however aggregate data of the reviews are collected to show compliance levels and the effectiveness of the supports delivered by the caregiver specific to the individual served.

### Shared Living Services Demographics

As of March 31, 2015 Milieu Shared Living Services supported  
64 individuals with developmental disabilities

Gender	23 Females, 41 Males
Ethnicity	28 Caucasian (European Descent), 2 Indo Canadian, 3 African Canadian, 5 First Nations, 2 Other
Age	23 at 19-29, 3 at 30-39, 3 at 40-49, at 7 50-59, at 3 60-69, 1 at 70-79
Communication	31 Verbal, 6 Non-Verbal, 2 Non-Verbal (Sign), 1 Non-Verbal (Communication Device)
Sensory Issues	3 Blind, 1 Blind-Deaf, 2 Deaf, 34 No Issues
Mobility	31 Full, 3 Non-Ambulatory, 6 Assisted
Specific Diagnosis	12 Autism, 2 Autism with Other, 3 Fetal Alcohol Syndrome, 1 Bi-Polar Disorder, 1 Cerebral Palsy, 5 Seizure Disorder, 15 Intellectual Disability, 1 Other

This year, we had twenty two individuals enter Shared Living and eight individuals exit Shared Living with Milieu. One individual chose to move with another Agency, one moved back home with family, two moved to a different CLBC funded model, three moved out on their own without service and one passed away.

## Shared Living Survey Results

The following is a breakdown of Shared Living survey questions and responses based on a 1 - 5 scale. (1 being the lowest and 5 being the highest)

### Shared Living Survey Questions

### Responses

In reference to Milieu Family Services:

1. The Agency sets a service standard for meeting the Individual's expectations.	44% 5; 55% 4; 6% 3
2. The Agency responds to the needs of people with developmental disabilities.	55% 5; 55% 4
3. The Agency is committed to a person centered approach.	50% 5; 33% 4; 17% 3
4. The Agency effectively communicates its expectations to Shared Living Providers.	50% 5; 44% 4; 6% 3
5. I am adequately informed about issues that will affect my work as a Shared Living Provider.	44% 5; 55% 4; 6% 2
6. I am able to contact the Shared Living Coordinator when needed.	72% 5; 22% 4; 6% 3
7. I am able to contact the Director when needed.	39% 5; 22% 4; 33% 3; 6% 1
8. I am aware of who I am to contact at Milieu Family Services if I have a concern.	78% 5; 22% 4
9. As a shared living provider when I have concerns the agency listens to those concerns well.	50% 5; 50% 4
10. As a shared living provider when I have concerns the agency responds to those concerns in an effective manner.	56% 5; 39% 4; 6% 3
11. As a shared living provider overall I am satisfied with the actions taken by the agency when I have concerns.	67% 5; 22% 4; 11% 3

12. I was provided with an accurate description of what would be expected of me as a Shared Living Provider.	61% 5; 33% 4; 6% 2
13. I have a clear understanding of my contractual obligations as a Shared Living Provider.	61% 5; 33% 4; 6% 3
14. The Shared Living Provider handbook provides me with useful information in how to complete my work as a Shared Living Provider.	39% 5; 44% 4; 11% 3; 6% 2
15. I am able to access respite support when needed.	39% 5; 39% 4; 17% 3; 6% 2
16. My role as a Shared Living Provider makes good use of my skills.	56% 5; 44% 4
17. I am provided with opportunities to network with other Shared Living Providers.	17% 5; 33% 4; 39% 3; 11% 2
18. I feel valued as a Shared Living Provider.	50% 5; 44% 4; 6% 3
19. I feel that participating in continuing education once per year has increased my effectiveness as a shared living provider.	39% 5; 22% 4; 39% 3
20. I understand the personal goal planning process.	39% 5; 56% 4; 6% 3
21. I understand my role and responsibilities in the Personal Goal Planning process.	33% 5; 61% 4; 6% 3
22. I am supported by Milieu where needed to fulfill my responsibilities in respect to the Personal Goal Planning process.	44% 5; 50% 4; 6% 3
23. I support the Individual to achieve their goals and dreams.	67% 5; 33% 4
24. I feel I have received enough technical support and training to input my monthly reports on sharevision.	28% 5; 44% 4; 17% 3; 11% 2
25. I feel the time spent submitting my online reporting through the use of ShareVision is efficient.	28% 5; 44% 4; 28% 3
26. I am satisfied with the level of support from the Shared Living Coordinator.	67% 5; 33% 4
27. I am satisfied with Milieu Family Services.	56% 5; 39% 4; 6% 3

## 28. Rate the following forms of communication with your designated Milieu Shared Living Coordinator:

- |                                    |                            |
|------------------------------------|----------------------------|
| a) E-mail                          | 67% 5; 33% 4               |
| b) Phone Calls                     | 56% 5; 28% 4; 11% 3; 6% 2  |
| c) Monthly Reports                 | 33% 5; 39% 4; 17% 3; 11% 1 |
| d) Health & Safety Reviews         | 28% 5; 56% 4; 17% 3        |
| e) Personal Goal Planning Meetings | 39% 5; 39% 4; 22% 3        |

## 29. Rate the communication between the following groups:

- |  |                     |
|--|---------------------|
| a) Shared Living Provider and designated Shared Living Coordinator | 56% 5; 44% 4        |
| b) Shared Living Provider and Milieu Day Services                  | 44% 5; 44% 4; 11% 3 |
| c) Shared Living Provider and Individual's Personal Network        | 44% 5; 39% 4; 17% 2 |

## Shared Living Services 2014/15 Outcomes Data Results

Objective Domain	Objective	Quality of Life Domain	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<b>Effectiveness</b>	Individuals served in Shared Living will be included in their community	Social Inclusion	Average number of community activities that individuals participate in	Sample of individuals that have been receiving services for at least three months	Two Week Tracking sheet applied during specific months throughout the year for a sample of individuals	Count of all community activities participated in (Two months sampling process)	Sample of individuals served schedule	On average, individuals being supported in shared living participate in at least one structured activity each week and are getting out into their community each day.
<b>Efficiency</b>	Maintain balance of staff time spent with individuals, family members and care providers	N/A	% of staff time spent with individuals, family members, and Shared Living Providers	Shared Living Coordinators	Annually	Monthly Tracking sheet applied during specific months to all or a sample of staff	Sample of Shared Living Coordinator's calendar	Approximately, 60% of Shared Living Coordinator's time was spent supporting individuals, family members and their Shared Living Providers.
<b>Accessibility</b>	Shared Living Providers will be responded to in an efficient, timely fashion	N/A	% of Shared Living Providers indicating that their	Shared Living providers that have provided services for at least two	Annually	Survey Item - three point scale of responsiveness	Shared Living Provider Survey	100%



			needs were responded to in a timely fashion by the agency	months				
<b>Satisfaction</b>	Individuals will be treated with respect, will have their information kept confidential, will have their rights respected	Rights	% of individuals that feel their rights are being respected and supported by the Agency	All individuals that have an individual plan and have had the plan reviewed at least once	Annually	Survey Items - three point scale, plain language	Survey for Individuals Served	100%

## Shared Living Services Analysis

Within the 4 Shared Living Outcomes areas, 4 of 4 the targets were achieved.

### Shared Living Services Effectiveness

**Objective:** Individuals served in Shared Living will be included in their community

**Indicator:** Average number of community activities that individuals participate in

**Performance Goal:** Taking a sample of community activities participated in by the individuals' served, it was noted that the vast majority of individuals supported in Shared Living participate in at least one structured community activity each week - this could be through employment, Special Olympics, going to the gym, or belonging to a team, etc.. It was noted that all individuals are getting into the community every day unless home sick or extenuating circumstances that would keep them home.

### Shared Living Services Efficiency

**Objective:** Maintain balance of staff time spent with individuals, family members and care providers

**Indicator:** % of staff time spent with individuals, family members, and care providers (could also look at measures of frequency of contact with family members per individual served)

**Performance Goal:** Coordinators are in contact with individuals, family providers and family a minimum of once a month and as necessary. Looking at a two week sample, approximately 60% of time spent by the coordinator is with individuals, their family and shared living providers.

### Shared Living Services Accessibility

**Objective:** Shared Living Providers will be responded to in an efficient, timely fashion

**Indicator:** % of Shared Living Providers indicating that their needs were responded to in a timely fashion by the agency

**Performance Goal:** 100% of Shared Living Providers responded on the Shared Living Provider Survey that they were responded to in an efficient, timely fashion.

## **Shared Living Services Satisfaction**

**Objective:** Individuals will be treated with respect, will have their information kept confidential, will have their rights respected

**Indicator:** % of individuals that feel their rights are being respected and supported by the Agency

**Performance Goal:** 100% of individual's surveyed felt that they were treated with respect, had their information kept confidential and that their rights were respected.

## Shared Living 2015-2016 Strategic Plan

### Shared Living Services Effectiveness

**Objective:** New Shared Living Providers will understand their role of Shared Living Provider through the Shared Living Handbook

**Indicator:** % of New Shared Living Providers that report that the orientation to Shared Living Handbook provides them with useful information about how to complete their role as a Shared Living Provider and made them more effective in their role.

### Shared Living Services Efficiency

**Objective:** Minimize the time it takes to match qualified Shared Living Providers to persons waiting in the areas of Richmond, North Vancouver, and Langley.

**Action:** 80% of persons served will be offered three matching options within a four week period commencing at intake.

### Shared Living Services Accessibility

**Objective:** Shared Living Providers will have more opportunities to network with other Shared Living Providers

**Action:** 80% of Shared Living Providers feel that they have accessible support network and coordinators network throughout the year. Shared Living Coordinators will focus on having training sessions and Shared Living Provider Networking meetings at least twice throughout the year

### Shared Living Services Satisfaction

**Objective:** Individuals new to Shared Living will feel and report that they had adequate transition time and time meeting the family prior to moving into their new home

**Indicator:** 80% of Individuals new to Shared Living will be surveyed three months after moving into their new home