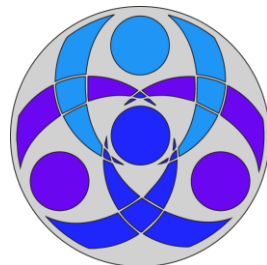


# Milieu Family Services

## Shared Living Services Annual General Report



Milieu

April 2015 - March 2016

## 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 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; where the individual is very involved with the family they live with. 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 have separate lives and come together at specific times or for specific purposes.

However, despite the variations, there are core commonalities that apply to all shared living arrangements. Those who are contracted to provide Shared Living have the following responsibilities:

- Treat the individual they support with respect and dignity at all times
- Fully integrate and treat the supported 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 supported individual remains safe
- Ensure the individual supported 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 services

Milieu provides each contracted Shared Living Provider with a handbook outlining the contractor's obligations with respect to the above noted 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 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; foster a stronger, better trained pool of Shared Living Providers. The information from the survey is used to seeking information and to mitigate placement breakdown of persons served.

This year the survey links were sent out via email and filled out on ShareVision. There were twenty eight surveys completed; a return rate of 47%. This was a new avenue to fill out surveys, there was some trial and error. Next year, we will offer it to be filled out at a forum to get a higher return rate.

The Annual Shared Living Review is a user-friendly, time efficient tool that allows the Shared Living Provider to perform a self-analysis. This information is reviewed monthly by the Shared Living Coordinator through ShareVision and phone discussions. Once a year, the Shared Living Coordinator goes into the home to review the Health and Safety compliance aspects of the home. This tool is used to review our Shared Living Services in order to show compliance levels and the effectiveness of the supports delivered by the Shared Living Provider specific to the individual served.

## Shared Living Services Demographics

As of March 31, 2016 Milieu Shared Living Services supported  
77 individuals with developmental disabilities

Gender	30 Females, 47 Males
Ethnicity	51 Caucasian, 3 Aboriginal, 11 First Nations, 5 African-Canadian, 1 Asian-Canadian, 1 Vietnamese-Canadian, 2 Indo-Canadian, 2 Chinese-Canadian, 1 Other
Age	48 at 19-29, 8 at 30-39, 3 at 40-49, 9 at 50-59, 8 at 60-69, 1 at 70-79
Communication	65 Verbal, 10 Non-Verbal, 2 Non-Verbal (Sign Language)
Sensory Issues	1 Blind, 1 Blind-Deaf, 3 Deaf, 72 No Issues
Mobility	65 Full, 5 Non-Ambulatory, 7 Assisted
Specific Diagnosis	16 FASD, 33 Developmental Disability, 2 Personality Disorder, 3 Schizoaffective Disorder, 24 Autism, 5 ADHD, 4 PTSD, 4 Seizure Disorder, 4 Down's Syndrome, 2 ADD, 1 OCD, 1 Refractory Psychosis, 2 Cerebral Palsy, 1 Cognitive Disability, 4 Epilepsy, 1 Bipolar, 6 Other

This year, we had twelve individuals enter Shared Living and seven individuals exit Shared Living with Milieu. One individual passed away and the other six were looking for more independent models.

## 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.	71% 5; 21% 4; 7% 3
2. The Agency responds to the needs of people with developmental disabilities.	82% 5; 14% 4; 4% 3
3. The Agency is committed to a person centered approach.	79% 5; 14% 4; 7% 3
4. The Agency effectively communicates its expectations to Shared Living Providers.	82% 5; 18% 4
5. I am adequately informed about issues that will affect my work as a Shared Living Provider.	71% 5; 25% 4; 4% 2
6. I am able to contact the Shared Living Coordinator when needed.	89% 5; 11% 4
7. I am able to contact the Director when needed.	64% 5; 29% 4; 7% 3
8. I am aware of who I am to contact at Milieu Family Services if I have a concern.	93% 5; 7% 4

9. As a shared living provider when I have concerns the agency listens to those concerns well.	89% 5; 11% 4
10. As a shared living provider when I have concerns the agency responds to those concerns in an effective manner.	86% 5; 14% 4
11. As a shared living provider overall I am satisfied with the actions taken by the agency when I have concerns.	82% 5; 14% 4; 4% 3
12. I was provided with an accurate description of what would be expected of me as a Shared Living Provider.	89% 5; 11% 4
13. I have a clear understanding of my contractual obligations as a Shared Living Provider.	86% 5; 14% 4
14. The Shared Living Provider handbook provides me with useful information in how to complete my work as a Shared Living Provider.	75% 5; 18% 4; 7% 3
15. I am able to access respite support when needed.	61% 5; 18% 4; 21% 3
16. My role as a Shared Living Provider makes good use of my skills.	82% 5; 14% 4; 4% 3
17. I am provided with opportunities to network with other Shared Living Providers.	54% 5; 29% 4; 14% 3; 4% 1
18. I feel valued as a Shared Living Provider.	75% 5; 18% 4; 7% 3
19. I feel that participating in continuing education once per year has increased my effectiveness as a shared living provider.	61% 5; 25% 4; 14% 3
20. I understand the personal goal planning process.	79% 5; 14% 4; 4% 3
21. I understand my role and responsibilities in the Personal Goal Planning process.	75% 5; 18% 4; 7% 3
22. I am supported by Milieu where needed to fulfill my responsibilities in respect to the Personal Goal Planning process.	82% 5; 11% 4; 7% 3
23. I support the Individual to achieve their goals and dreams.	89% 5; 11% 4
24. I feel I have received enough technical support and training to input my monthly reports on ShareVision.	75% 5; 11% 4; 14% 3

25. I feel the time spent submitting my online reporting through the use of ShareVision is efficient.	64% 5; 21% 4; 11% 3; 4% 1
26. I am satisfied with the level of support from the Shared Living Coordinator.	86% 5; 14% 4
27. I am satisfied with Milieu Family Services.	89% 5; 11% 4
28. Rate the following forms of communication with your designated Milieu Shared Living Coordinator:	
a) E-mail	89% 5; 11% 4
b) Phone Calls	50% 5; 25% 4; 18% 3; 4% 2; 4% 1
c) Monthly Reports	50% 5; 11% 4; 36% 3; 4% 2
d) Health & Safety Reviews	50% 5; 21% 4; 18% 3; 4% 2; 7% 1
e) Personal Goal Planning Meetings	46% 5; 14% 4; 36% 3; 4% 1
29. Rate the communication between the following groups:	
a) Shared Living Provider and designated Shared Living Coordinator	82% 5; 18% 4
b) Shared Living Provider and Milieu Day Services	75% 5; 18% 4; 7% 3
c) Shared Living Provider and Individual's Personal Network	71% 5; 25% 4; 4% 2

## Shared Living Services 2015/16 Outcomes Data Results

Objective Domain	Objective	Indicator	Who Applied to	Data Source	Obtained By	Performance Goal
Effectiveness	New Shared Living Providers will understand the role of Shared Living Provider through the Shared Living Handbook	% 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.	New Shared Living Providers	Survey Item - three point scale	Shared Living Providers	Achieved  Surveys were sent out to all the new shared living providers. 100% of the returned surveys said that they felt the shared living handbook was useful to them and helped them to understand their role as a shared living provider.
Efficiency	Minimize the time it takes to match qualified Shared Living Providers to persons waiting in the areas of Richmond, North Vancouver, and Langley.	80% of persons served will be offered three matching options within a four week period commencing at intake.	Persons looking for Shared Living Arrangements	Screening documents - amount of options that were shown to people looking for Shared Living	Screening Tracker	Not met  This area continued to be a challenging one. We tried advertising in newspapers and on three new websites with no luck. We are going to continue working on finding new and creative ways to recruit in the areas of Richmond, North Vancouver and Langley.



<b>Accessibility</b>	Shared Living Providers will have more opportunities to network with other Shared Living Providers	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 Providers	Survey Item - five point scale	Shared Living Providers	<p>Achieved</p> <p>Surveys were sent out to all the new shared living providers. 97% of the returned surveys said that they felt they had adequate opportunities to network with other shared living providers. This is most likely in part to the shared living provider forum that is held regularly throughout the year.</p>
<b>Satisfaction</b>	Individuals new to Shared Living or Individuals experiencing a move will feel and report that they had adequate transition time and time meeting the family prior to moving into their new home	% of individuals new to shared living or experiencing a move that feel they had adequate transition time and time meeting the family before their move	Individuals served that were new to Shared Living or experienced a move	Survey Item - three point scale	Individuals new to shared living / experienced a move or their stakeholders	<p>Achieved</p> <p>Of the seven surveys that we received back, 100% said that they were satisfied with their new living arrangement and felt that they had enough transition time and meetings before their move.</p>

## Shared Living Services Analysis

Within the 4 Shared Living Outcomes areas, 3 of 4 the targets were achieved.

### 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.

**Performance Goal:** Achieved. We sent out surveys to all the new shared living providers. 100% of the returned surveys said that yes, they felt the shared living handbook was useful to them and they understood their role as a shared living provider.

### 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.

**Performance Goal:** Not met. This area continued to be a challenging one. We tried advertising in newspapers and on three new websites with no luck. We are going to continue working on finding new and creative ways to recruit in the areas of Richmond, North Vancouver and Langley.

## **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

**Performance Goal:** Achieved. Surveys were sent out to all the new shared living providers. 97% of the returned surveys said that they felt they had adequate opportunities to network with other shared living providers. This is most likely in part to the shared living provider forum that is held regularly throughout the year.

## **Shared Living Services Satisfaction**

**Objective:** Individuals new to Shared Living or individuals that are experiencing a move will feel and report that they had adequate transition time including 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

**Performance Goal:** Achieved. Surveys were sent out to all the individuals that were new to the shared living service. 100% of the surveys returned reported that they felt they had adequate transition time moving into their new home.

## Shared Living 2016-2017 Strategic Plan

### Shared Living Services Effectiveness

**Objective:** Shared Living Providers report that continuing education training once per year has increased the effectiveness of their service delivery. Shared Living Coordinators will offer different trainings throughout the year that Providers can attend for a nominal fee.

**Indicator:** 80% of surveyed Shared Living Providers will report continuing education has increased the effectiveness in their service delivery.

### Shared Living Services Efficiency

**Objective:** Increase the amount of Shared Living Providers available to provide support in the areas of Richmond, North Vancouver, and Langley.

**Action:** We will find at least three qualified and approved shared living providers in all of the areas of Richmond, North Vancouver and Langley. We will do this by creating a flyer to put in community, attending employment fairs, college or university campuses and inquiring to other Agencies about what they're doing.

### Shared Living Services Accessibility

**Objective:** Shared Living Providers will have contact with their Shared Living Manager at least once per month

**Action:** 80% of surveyed Shared Living Providers feel that they have accessible support with their Shared Living Coordinator throughout the year. Shared Living Coordinators will focus on having telephone communication with their Shared Living Providers at least once per month and maintain their quarterly visits.

### Shared Living Services Satisfaction

**Objective:** Individuals in shared living will report that they feel satisfied with the amount of inclusion they have with their shared living family.

**Indicator:** 80% of surveyed individuals that feel satisfied with the amount of time and activities that they are included in with their shared living providers