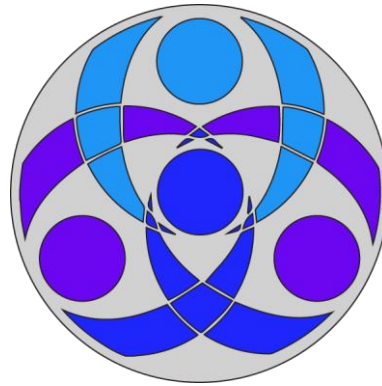


Milieu Family Services

Community Inclusion Annual General Report



April 2016 - March 2017

Community Inclusion Services Overview

Milieu's person centered approaches to service are designed to assist adults to accomplish individualized goals to ultimately increase their quality of life.

Fleetwood & Delta Community Inclusion Services- Offer participants opportunities to develop skills and/or choose to become involved in the areas of communication & literacy, cultural activities, vocational pursuits, orientation, mobility and community navigation training, access and utilization of public transportation, educational supports, self advocacy support, community volunteerism and health & wellness promotion through leisure and recreational activities.

Employment Supports- Offer participants opportunities to develop life & employment skills, pursue supportive employment opportunities, vocational pursuits, orientation, community navigation training, access and utilization of public transportation, educational supports, self advocacy support, and health & wellness through discovery and person centered goals.

Community Inclusion
Demographics

Fleetwood & Delta Community Inclusion Services Supporting 79 Adults with Developmental Disabilities	
Age	53 @ 19-29 16 @ 30-39 10 @ 40-59 0 @ 60+
Mobility	Non-Ambulatory (wheelchair) 7 Assisted Mobility 2 Full Mobility 70
Specific Diagnosis	Autism - 30 Autism w/ other - 5 Intellectual Dis. - 23 FASD: 1 Schizophrenia - 1 Seizure Disorder w/ other - 2 Cerebral Palsy - 2 Other - 15
Sensory	Blind @ 3 Deaf @ 7
Communication	Verbal - 61 Non-Verbal - 18 American Sign Language - 6 Augmentative Communication - 4

Community Inclusion 2016/2017 Annual General Report

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target	Results
Satisfaction	Job seekers will secure employment in a job that makes them happy.	% of job seekers who indicate that they are happy with their employment match.	100% of Job Seekers	Intake 6 mo. 1 year	Satisfaction Survey to job seekers.	Jaret St Andrassy, Angela Faulder	90%	94% of job seekers reported that they were satisfied with their employment.
Efficiency	To efficiently monitor documentation & reporting associated with person's ISP goals	% of completed and up-to date goal documentation	100% of Job Seekers	Monthly Quarterly Annually	Monthly checklist	Jaret St Andrassy, Angela Faulder	75% of ISP documentation will be updated regularly	84% of individuals ISP documentation was consistently updated and monitored.
Effectiveness	To ensure staff are effective in completing Sharevision reporting.	Overall average scores of competency test will measure staff's competency when completing ShareVision logs	100% of Staff	Orientation Annually	Staff will be given a ShareVision competency and a trend report will be completed.	Jaret St Andrassy, Angela Faulder	80% of staff will be competent in Sharevision reporting (by scoring 80% or above)	81% of staff are competent in regards to ShareVision
Accessibility	Individuals will be able to enroll in a variety of workshops/courses not limited to their base program.	Individuals will access workshops and courses that are outside of their base program	50% persons served	Intake 6 mo. 1 year	Workshop/ Course Attendance Sheets	Jaret St Andrassy, Angela Faulder	25% of Individuals will enroll in workshops/courses outside of their base program.	58% of individuals enrolled in workshops outside of their base programs

Community Inclusion 2016/2017 Results

DOMAIN	SATISFACTION
OBJECTIVE	Job seekers will secure employment in a job that makes them happy.
INDICATOR	% of job seekers who indicate that they are happy with their employment match.
SAMPLE	100% of Job Seekers
TIMING	Intake to Employment
DATA SOURCE	Managers and staff will endeavor to find job seekers employment that matches their goals and profile. Managers will give individuals surveys to inquire whether individuals are satisfied with their employment.
OBTAINED BY	Manager
TARGET	90%
RESULTS	94% of job seekers reported that they were satisfied with their employment.
EXTENUATING/ FACTORS	None identified
RECOMMENDATIONS	To continue to assist individuals to find employment they are satisfied with.
DOMAIN	EFFECTIVENESS
OBJECTIVE	To ensure staff are effective in completing Sharevision reporting.
INDICATOR	% of completed and up-to date goal documentation
SAMPLE	100%
TIMING	Monthly Quarterly Annually
DATA SOURCE	Manager will review the purpose of Sharevision at team meetings and review with staff how to complete Sharevision logs. Manager will be available to answer questions regarding Sharevision and will give the staff a competency to test their ability to effectively utilize Sharevision.
OBTAINED BY	Manager
TARGET	80%
RESULTS	The competency revealed that staff need some coaching with regards to how to fill out the section regarding 'Rights & Responsibilities' as well as the section 'Employment/Volunteer.' 81% of staff are competent in regards to Sharevision. This goal is complete.
EXTENUATING/ FACTORS	None identified
RECOMMENDATIONS	Managers will implement 1:1 coaching with staff when needed.

DOMAIN	EFFICIENCY
OBJECTIVE	To efficiently monitor documentation & reporting associated with person's ISP goals.
INDICATOR	Overall average scores of competency test will measure staff's competency when completing ShareVision logs
SAMPLE	100%
TIMING	Orientation, annual
DATA SOURCE	Manager will monitor individual's ISP documentation monthly and check to ensure that staff are updating information on time. Manager will speak with their team during their monthly meetings and discuss the importance of ISP monitoring, why it is done, and how to monitor it.
OBTAINED BY	Manager
TARGET	75% of ISP documentation will be updated regularly
RESULTS	84% of individuals ISP documentation was consistently updated and monitored. This goal is complete.
EXTENUATING/ FACTORS	None identified
RECOMMENDATIONS	None identified

DOMAIN	ACCESSIBILITY
OBJECTIVE	Individuals will be able to enroll in a variety of workshops/courses not limited to their base program.
INDICATOR	Individuals will access workshops and courses that are outside of their base program
SAMPLE	50% persons served
TIMING	Intake 6 mo. 1 year
DATA SOURCE	Workshop/ Course Attendance Sheets
OBTAINED BY	Manager
TARGET	25% of Individuals will enroll in workshops/ courses outside of their base program.
RESULTS	58% of individuals enrolled in workshops outside of their base programs. This goal is complete.
EXTENUATING/ FACTORS	None identified
RECOMMENDATIONS	None identified

Community Inclusion 2017/2018 Strategic Plan

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target
Satisfaction	Families/Caregivers will report that they are satisfied with the supports their family member/person in their care receives from Milieu Family Services.	% of family/caregivers served that indicate that they are satisfied with the variety of activities made available to them.	Families/ Caregivers	Annual	Survey to Families/ Caregivers	Manager	90%
Efficiency	To efficiently monitor that ISP goals are being reviewed and signed off on Monthly by staff with persons served.	Increasing the number of active ISP goals being reviewed and signed off on monthly by staff with persons served.	Staff Members	Monthly	Binder used for Tracking and reviewing ISP (1 page ISP & SSAP) goals monthly.	Manager	100% of goals are being reviewed and signed off on Monthly by staff with persons served
Effectiveness	To increase staff competency regarding ISP reporting on Sharevision.	Scores of competency test will increase	Staff	Bi-Annual	Staff will be given a pre and post test.	Manager	A 50% increase in staff being competent in ISP goal reporting on Sharevision
Accessibility	Add a wheelchair ramp to the middle main door of the Fleetwood Day Services to ensure all main entrances are wheelchair accessible	A new concrete wheelchair ramp has been poured.	Persons Served	1 year	100% All main entrances to the Fleetwood CI building are wheelchair accessible.	Manager	Has an additional wheelchair ramp been installed