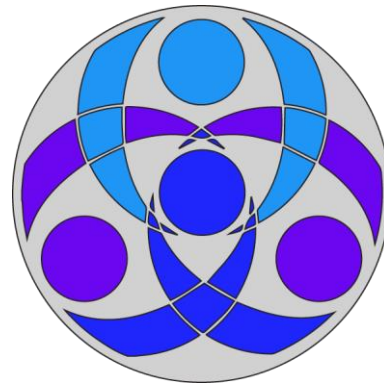


Milieu Family Services

Outreach Services Annual General Report (with proof)



April 2016 – March 2017

Outreach Services Overview

Individualized Outreach Services is a community inclusion service where each person served is working towards enhancing their life in the community based on their specific needs and wants. Outreach Services provides customized support that focuses on developing and supporting each person to create and carry out their own personalized plan. This includes, but is not limited to, learning and enhancing life skills, communication skills, social skills, health and wellness, education and obtaining and keeping employment supports.

The amount of support, type of support, and length of support are discussed with each person at the time of intake. We believe in a harm-reduction approach that allows us to work towards reducing negative consequences while engaging with individuals at their current phase in life. This philosophy promotes the need to meet individuals where they are at incrementally in order to develop a relationship grounded in trust. Outreach workers non-judgmentally accept the people we serve as they are and recognize the universality and interdependence of human rights.

Phases of Outreach

- **Pre-engagement Phase**
 - Involves the identification and observation of the supported person, while respecting personal space and considering safety issues.
- **Engagement Phase**
 - Involves empathetic communication and the learning of persons “languages”. This phase focuses on development of trust, identification of person’s needs and reinforcement of person’s strengths, addressing basic and immediate needs, the introduction of roles, and the initial development of healthy boundaries aiming to establish a working relationship.
- **Formal Relationship Phase**
 - Is specific to beginning the formal activities of outreach while keeping individuals needs and wishes at the forefront. This may include the identification and examination of emotions, joint assessment of goal, strengths and obstacles, the development of skills and supports, the enhancement of coping strategies and the mobilization of client strengths, the reinforcement of positive change and advocacy and referral to identified services.

Outreach Services Demographics

Between April 1, 2016 and March 31, 2017, there was a total of 81 individuals served in Outreach. Delta and Urban Outreach served 44 persons and PSI Outreach served 37 persons.

At the end of the fiscal year, there were 3 full-time Community Support Workers, 17 part-time Community Support Workers, 3 Managers and 1 Coordinator. The Community Support Workers carry an average caseload of 1-3 individuals.

Gender	60 (74%) Males 20 (25%) Females 1 (1%) Transgender
Age	46(57%): age 19-25 2 (2%): age 46-50 19(23%): age 26-30 2 (2%): age 51-55 6 (7%): age 31-35 2 (2%): age 56-60 0 (0%): age 36-40 1 (1%): age 60+ 3 (4%): age 41-45
Ethnicity	51(63%): Caucasian 11 (14%): South Asian 11 (14%): Aboriginal/Metis 5 (6%): Asian 3 (4%): Other
Diagnosis	47 (58%):FASD/Autism 34 (42%): Developmental Disability

Outreach Services Outcomes 2016 - 2017

Domain	Objective	Indicator	Sample	Time Frames	Target	Data Source	Collector	Target
Effectiveness	To effectively maintain and update documentation associated with person's goals	Data collection will be 100% complete and there will be no missing documentation Examples: 1. Sharevision Contact Logs 2. Sharevision Active ISP Reporting 3. Quarterly Review 4. ISP 1 Pagers	100% Managers and Staff	Bi-Annual	100%	Milieu Supervision Goal Tracking Sheet to review documents	Jaret St Andrassy, Lisa Doucette	100%
Efficiency	To reduce repetition of daily documentation by reducing staff documentation from 5 places on Sharevision and the Server to 2 places.	Decrease in time spent completing daily documentation during allotted administrative time	100% Staff	3 mo.	100% Reduction in time spent documenting	Time comparison with staff completing documentation: 1. Staff Time Logs on the server and Daily Attendance, Daily Life Skills & Activities, Active ISP Support Needs and Contact Logs on Sharevision VS 2. Contact Logs and Active ISP Support Needs on Sharevision	Jaret St Andrassy, Lisa Doucette	100%
Accessibility	To promote/advertise agency workshops to individuals served through Outreach so they will be aware of both when and where they occur so they can choose to attend.	Individuals within Outreach are attending internal workshops	100% Individuals	1 Year	100%	Attendance list to show persons served are accessing workshops	Jaret St Andrassy, Lisa Doucette	23 Outreach and PSI individuals accessed workshops

Satisfaction	To document individual's satisfaction of having access to, and the content of, the variety of workshops offered with the agency.	Individuals feel satisfied after completion of workshops.	100% Individuals	Bi Annual	75%	Survey to track satisfaction	Jaret St Andrassy, Lisa Doucette	Results show that individuals surveyed feel 100% satisfied
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Outreach Services 2016-2017 Strategic Planning Review:

DOMAIN	EFFECTIVENESS
OBJECTIVE	To effectively maintain and update documentation associated with person's goals so that data collection will be 100% complete and there will be no documentation missing.
INDICATOR	Data collection will be 100% complete and there will be no missing documentation
SAMPLE	100%
TIMING	Bi-Annually
DATA SOURCE	Milieu Supervision Goal Tracking Sheet to review documents <ol style="list-style-type: none"> 1. Sharevision Contact Logs 2. Sharevision Active ISP Reporting 3. Quarterly Review 4. ISP 1 Pagers
OBTAINED BY	Jaret St Andrassy, Lisa Doucette
TARGET	100%
RESULTS	PSI and Outreach Goal Trackers show that all documentation related to goals are accounted for including Sharevision Contact Logs, Sharevision Active ISP Reporting, Quarterly Reviews, and ISP 1 Pagers.
EXTENUATING/ FACTORS	There are some individuals within Outreach and PSI that are shared with Milieu Shared Living. The Managers/Coordinators of that program complete the ISP for the individuals. Once the ISP is completed, then PSI/Outreach and implement goals pertaining to life skills that individuals work on.
RECOMMENDATIONS	It is recommended that Managers continue using the Goal Tracking sheet to track goal documentation.

DOMAIN	EFFICIENCY
OBJECTIVE	To reduce repetition of daily documentation by reducing staff documentation from 5 places on Sharevision and the Server to 2 places.
INDICATOR	Decrease in time spent completing daily documentation during allotted administrative time
SAMPLE	100%
TIMING	3 Mo.
DATA SOURCE	Time comparison with staff completing documentation: 1. Staff Time Logs on the server and Daily Attendance, Daily Life Skills & Activities, Active ISP Support Needs and Contact Logs on Sharevision 2. Contact Logs and Active ISP Support Needs on Sharevision
OBTAINED BY	Jaret St Andrassy, Lisa Doucette
TARGET	100% Reduction in time spent documenting
RESULTS	Managers did a time comparison to measure the time difference between Option 1 and Option 2. On average, the time it took staff to complete Option 1 took 22 minutes. In comparison, on average, the time it took staff to complete Option 2 took 5 minutes. The results show that the average time doing daily documentation has reduced by 17 minutes. Based on the results Manager will reduce the documentation to ensure staff are efficient with the time they spend documenting while ensuring all relevant information is documented.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

DOMAIN	ACCESSIBILITY
OBJECTIVE	To promote workshops to persons served through workshops that are offered within the entire agency. Individuals will access workshops and be satisfied with the workshops.
INDICATOR	Individuals within Outreach are attending internal workshops
SAMPLE	100%
TIMING	1 Year
DATA SOURCE	Attendance list to show persons served are accessing workshops
OBTAINED BY	Jaret St Andrassy, Lisa Doucette
TARGET	100%
RESULTS	23 Outreach Individuals and PSI individuals came regularly to workshops at Delta as documented on attendance sheets. Ongoing daily Employment, Women's Empowerment and Self-Esteem Workshops were offered throughout the year.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	It is recommended that workshops be offered in communities other than the Surrey/Delta region for individuals to join who cannot easily access the Delta Office

DOMAIN	SATISFACTION
OBJECTIVE	To inquire and document individual's satisfaction about having access to a variety of workshops offered within the agency.
INDICATOR	Individuals feel satisfied after completion of workshops.
SAMPLE	100%
TIMING	Annual Survey
DATA SOURCE	Survey to track satisfaction
OBTAINED BY	Jaret St Andrassy, Lisa Doucette
TARGET	75% Satisfaction reported
RESULTS	Surveys were given out to a sample of individuals attending workshops to measure satisfaction. 18/18 individuals responded they were satisfied with the workshops delivered
EXTENUATING/ FACTORS RECOMMENDATIONS	None Identified There was a feedback question included in the survey to improve workshops going forward. The feedback provided will be relayed to Milieu Management and Staff who will modify workshops as needed.

Outreach Services Outcomes 2017 - 2018

Domain	Objective	Indicators	Sample	Time Frame	Data Source	Collector	Target
Effectiveness	FASD/Autism in the Workplace training will be delivered to Milieu staff to best support individuals in the PSI stream with job success	Person served will have success in job placement by having maintained employment	100% Individuals in PSI stream	Intake- 1 year	Manager/staff will track length of employments from start to end of job placement (if applicable)	Jaret St. Andrassy, Lisa Doucette	Individuals employed be working for than 3 months or more
Efficiency	In addition to monthly Staff Meetings, Managers will have smaller caseload meetings to strategize about issues that arise to mitigate issues quicker	Managers will allot time monthly ensuring that individuals are discussed	100%	Monthly. Quarterly	Collaborative case planning with team discussing strategies and resources documented in Meeting Minutes	Jaret St. Andrassy, Lisa Doucette	Reduction in issues that arise
Accessibility	Implement Employment Workshops in Vancouver allowing individuals to go to group without having to go to Delta to access workshops	Regular workshops happening regularly	100% Individuals	Quarterly	Attendance list with individual who have been coming to workshop	Jaret St. Andrassy, Lisa Doucette	Regular attendance to workshop
Satisfaction	Increase satisfaction in workshops by modifying content/structure based on individuals feedback	Increase in satisfaction	100% Individuals	Annually	Survey's given out in 2016-2017 included a question about workshop content/structure. Based on the feedback given, workshops were modified A survey will be given out to track satisfaction after changes have been implemented	Jaret St. Andrassy, Lisa Doucette	

