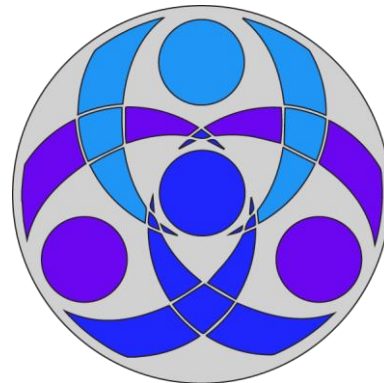


Milieu Family Services

Community Inclusion Annual General Report (with proof)



April 2015 – March 2016

Community Inclusion Services Overview

Community Inclusion Services: Community Inclusion (CI) support offers individuals opportunities to develop skills and to engage in areas of communication & literacy, cultural activities, vocational pursuits, 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.

Community Inclusion Demographics

Age	51 @ 19-29 16 @ 30-39 10 @ 40-59 0 @ 60+
Mobility	Non-Ambulatory (wheelchair): 6 Assisted Mobility: 2 Full Mobility: 69
Diagnosis:	Autism: 28 Autism & Developmental Disability: 5 Intellectual Disability: 23 FASD: 1 Schizophrenia: 1 Seizure Disorder w/ other:2 Cerebral Palsy: 2 Other: 15
Sensory:	Blind: 2 Deaf: 6
Gender	Female: 35 Male: 42
Communication:	Verbal: 59 Non-Verbal: 18 American Sign Language: 6 Augmentative Communication: 4

Community Inclusion Strategic Planning 2015/2016:

Outcome	Quality of Life Domain	Indicator	Who Applied to	Target	Data Source	Results	Target Achieved
Effectiveness: Job seekers will secure employment	Material Well-Being	25% of job seekers will obtain employment	Job Seekers	25%	Employment Tracker	45% of job seekers obtained employment.	Goal Completed.
Efficiency: Decrease the time it takes to complete an intake package and maximize the efficiency of collecting the information required	Rights	All relevant information is documented in a clear way, intakes will be completed in 1 meeting	Staff and Individuals	Decrease in time	All relevant information is collected upon intake meeting	There were 6 new intakes and the new intake process is quicker and was completed in 1 meeting.	100% based on the effects of the implementation
Satisfaction: Job seekers to be happily employed in service areas that matches their themes	Personal Development	75% of individuals report they are happy with their job match	Job Seekers	75%	3-question satisfaction survey scale provided to persons served.	81% of individuals employed reported that they were happy with their jobs.	Goal Completed.
Accessibility: To increase the accessibility for wheelchairs within the Fleetwood Community Inclusion Building	Rights	The Fleetwood Community Inclusion Building increased wheelchair accessibility	Management & Individuals	Increase in accessibility at the CI programs.	Addition of new bathroom is completed this fiscal year.	Wheelchair accessible bathroom is completed	Goal Completed.

Community Inclusion 2015/2016 Status

Effectiveness

Outcome: Nine job seekers were identified through intakes, discovery's, and goal planning. Of the nine identified job seekers, four obtained employment; so 45% of identified job seekers obtained employment this year.

Action Plan: Managers will create meaningful workshops that are specific and person centered with the focus of employable skills. Managers will teach the staff to facilitate these teachings. Managers will ensure to facilitate trainings to staff to support job development and job coaching. This will be done by shadowing, TRN training, other offered courses and linking to the Employment First services for mentorship. At least 25% of job seekers will obtain employment.

Complete: This goal is complete.

Extenuating/Influencing Factors: None.

Recommendations: None.

Efficiency

Outcome: 6 intakes were completed using the new intake package. All relevant information was able to be gathered in one meeting and it was quicker and more efficient.

Action Plan: Manager, self-advocate and CI & Employment team will collaborate to create a stream lined intake package that addresses CARF standards as well Milieu policies and procedures for information gathering upon intake. The intake package will include all relevant information and will be created in an efficient package, with parts in plain language to support persons served to maximize their understanding and increase their independence in completing the intake.

Complete: This goal is complete.

Extenuating/Influencing Factors: None.

Recommendations: None.

Accessibility

Outcome: The Fleetwood CI building now has an additional wheelchair accessible bathroom.

Action Plan: The CI Manager will walk through the CI buildings to conduct a list of potential changes that can be made within the building to increase accessibility for wheelchairs at the CI Programs. It was identified that it would be very advantageous to have an additional wheelchair accessible bathroom at the Fleetwood CI program, as there are several wheelchair users at that location.

Complete: This goal is complete.

Extenuating/Influencing Factors: None.

Recommendations: None.

Satisfaction

Outcome: Eleven individuals who currently are employed were asked, via a 3 question satisfaction survey, if they were happy with their currently place of work. Of the eleven individuals surveyed, eight reported that they were very happy with their jobs, 1 reported he/she was somewhat happy, and two reported they did not like their job. Therefore, 81% reported they were happy, while 73% reported they were very happy.

Action Plan: Managers and employment team will review individual's profiles to ensure themes are completed for all job seekers and that places of employment match themes. At least 75% of job seekers will be happy with their current place of employment.

Complete: This goal is complete.

Extenuating/Influencing Factors: None.

Recommendations: Continue to evaluate individual's happiness with their employment and seek for all individuals to be employed with work that they enjoy.

Community Inclusion 2016/2017 Strategic Planning

Outcome	Quality of life Domain	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
Satisfaction: Job seekers will secure employment in a job that makes them happy.	Material Well being, Rights, Self Determination	% of job seekers who indicate that they are happy with their employment match.	Job Seekers	90%	Satisfaction Survey to job seekers.		
Efficiency: To efficiently monitor documentation & reporting associated with person's ISP goals	Rights, Personal Development	% of completed and up-to date goal documentation	Manager & Support Staff	75% of documentation will be updated regularly	Monthly checklist		
Effectiveness: To ensure staff are effective in completing Sharevision reporting.	Personal Development	Overall average scores of competency test will measure staff's competency when completing sharevision logs	Support Staff	80% of staff will be competent in Sharevision reporting (by scoring 80% or above)	Staff will be given a sharevision competency and a trend report will be completed.		
Accessibility: Individuals will be able to enroll in a variety of workshops/courses not limited to their base program.	Personal Development Self Determination	Individuals will access workshops and courses that are outside of their base program	Individuals in services	25% of Individuals will enroll in workshops/courses outside of their base program.	Workshop/ Course Attendance Sheets		