

# Milieu Family Services

## Employment Annual General Report



April 2014 - March 2015

## Employment Services Overview

Milieu's Employment Program represents a commitment to the proposition that all individuals with developmental disabilities:

- Are capable of performing meaningful work in typical integrated employment settings
- Should receive employment supports as a priority over other non-work related day services
- Should be paid at minimum or prevailing wage rates

Our intent is centered on strengthening the capacity of all individuals to begin upon their path to employment, with the focus of entering the workforce and becoming contributing workers in their communities.

### Employment Demographics

#### Employment Services supports 15 Individuals

<b>Gender</b>	4 Females    11 Males
<b>Ethnicity</b>	(5)Caucasian (2)Pilipino (5) Indo-Canadian (1) African Canadian (1) Bosnian
<b>Age</b>	13@19-29 2@30-39
<b>Communication</b>	15 Verbal
<b>Sensory Issues</b>	None Identified
<b>Mobility</b>	15 Full    0

<b><u>Employer Satisfaction Survey</u></b>	<b><u>2014</u></b>	<b><u>2013</u></b>	<b><u>2012</u></b>
How satisfied are you with the number of visits of the employment staff member makes at your place of business.	100%	92%	94%
When the Employment Services staff member visits, how satisfied are you with the amount of time they spend at your business	100%	91%	94%
How satisfied are you with the timelines of the Employment staff addressing your concerns?	100%	92%	94%
How satisfied are you with the level of that the Employment Services staff communicates with you?	100%	87%	94%
How satisfied are you with the amount of feedback obtained by Employment Services staff	100%	100%	94%
How satisfied are you with the professionalism of the Employment Services staff?	100%	100%	94%
How satisfied are you with the flexibility of the Employment Services staff?	100%	87%	94%
How is the quality of the support that the Employment staff member provides to the worker?	100%	92%	94%
How do the visits by the Employment staff impact the workplace?	100%	100%	94%
Overall, how satisfied are you with performance of Employment Services?	100%	96%	94%

## Employment Outcomes 2014/2015 Status Report

Outcome	Quality of life Domain	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
<b>Satisfaction:</b> Job Seekers will report that the job they have is the job they want	Rights	% of job seekers who report that they like their job	All job seekers that have achieved employment	90%	Survey item - 3 point scale, plain language	100%	Yes Out of 26 survey's completed
<b>Satisfaction:</b> Employers report that the employment consultant understood their business needs at the time of the placement	N/A	% of employers who report that the employment consultant understood their business needs	All employers that have had at least one job seeker placed with them.	90%	Survey item	100%	Yes
<b>Accessibility:</b> Job proposals will ensure they include person centered accommodations that reflect of the job seeker to obtain and maintain employment.	N/A	% of proposals that include identified person centered accommodations	All job seekers requiring accommodations	100%	Job Proposals with identified person centered accommodations.	100%	Yes
<b>Efficiency:</b> Minimize employment crisis response time	N/A	% of responses to employer and employee crisis situations that occur in less than 24 hours	All crisis situations	90%	General incident reporting form	NA	There were no crisis situations identified at job sites.

<b>Effectiveness:</b> Job seekers will secure employment	Social Inclusion & Material Well-being	% of job seekers successfully placed in a job from April 2014-March 2015	All job seekers that achieve employment within the AGR report year	75%	Employment Stats Tracker	43%	Target Not Achieved
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### Day Services 2014/2015 Outcome Results

#### Satisfaction

**Outcome:** Job Seekers will report that they have the job they have is the job they want

**Action Plan:** % of job seekers who report that they like their job using a survey item - 3 point scale written in plain language

**Complete:** Outcome was achieved, 100% of job seekers reported they like their job.

**Outcome:** Employers report that the employment consultant understood their business needs at the time of the placement

**Action Plan:** % of employers who report that the employment consultant understood their business needs using a survey item

**Complete:** Outcome was achieved, 100% of employers reported that the employment consultants understood their business. 43% of those employers reported that the employment consulted exceeded their expectations in understanding their business needs.

## Accessibility

**Outcome:** Employers will meet the accommodation requests of the employees

**Action Plan:** % of proposals that include identified person centered accommodations

**Complete:** Outcome was achieved. Each job site made the accommodations needed for successful employment of the job seekers. Accommodations were that were needed for each job seeker are documents in each individual Green Binder.

## Efficiency

**Outcome:** Minimize employment crisis response time

**Action Plan:** % of responses to employer & employee crisis situations that occur in less than 24 hours. Data will be collected through general incident reports.

**Complete:** There were zero employer & employee crisis situations

## Effectiveness

**Outcome:** Job seekers will secure employment

**Action Plan:** % of job seekers successfully placed in a job from April 2014-March 2015

**Complete:** 43% of job seekers were employed. More staff being trained in job development is needed to increase the amount of employment opportunities being found.

## Employment Performance Measurement Framework

This year Milieu will be focusing our satisfaction, effectiveness, and efficiency and accessibility goals under the eight quality of life domains.

1. Physical Well Being
2. Emotional Well-Being
3. Material Well-Being
4. Personal Development
5. Self Determination
6. Rights
7. Social Inclusion
8. Interpersonal Relations

### Employment Strategic Planning 2015/2016:

This year Milieu will be focusing our satisfaction, effectiveness, efficiency and accessibility goals under the eight quality of life domains.

Objective	Quality of Life Domain	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<b><i>Individual Impact Measures (Effectiveness)</i></b>							
Job Developers more effectively match job seekers to employment from their vocational profile and vocational themes.	Material Well-being, Self Determination, Interpersonal Relations	Persons Served report they are satisfied with their employment and have long term employment (Minimum 1 Year)	Job Developers & Job Seekers	1 year	Survey to persons served and families that report the profiles are a match to the employment	Manager	90%



<b>Effectiveness Action Plan</b>							
<p>The employment team will develop a survey that will allow the persons served and families share their thoughts and opinions on services provided specifically directed towards satisfaction with employment services and supports. Manager will track the response of the returned surveys. Manager will track the longevity of employment placements through charting of start dates of employment and end date, if applicable. Manager and employment team will analyze the outcomes of the surveys and employment longevity measurements to create a report in February 2016 that will give us data to frame goals and outcomes.</p>							
<b>Management Measures - Efficiency</b>							
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	Job Developers & Job Seekers	1 year	All relevant information is collected upon intake meeting	Job Developers	100%
<b>Efficiency Action Plan</b>							
<p>Manager, self advocate and employment team will collaborate to create a stream lined intake package that addresses the 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 in plain language to support persons served to maximize their understanding and increase their independence in completing the intake package. The package will be reviewed by the coordinator to ensure quality assurance.</p>							
<b>Management Measures – Service Accessibility</b>							
Persons served will be employed in a variety of employment sectors reflective of community and vocational profile	Material well-being, Rights, Self-determination	An increase of diverse employment sectors	Job Seekers	1 Year	A comparison of 2014-2015 sectors to the sectors of employment in March 2016	Manager	50% Increase of development in new and diverse employment sectors

**Service Accessibility Action Plan**

Manager will identify the sectors of employment using the template provided from CLBC. Manager will track the employment sectors that persons served are employed in in April 2015 and do a comparative analysis of diversity in sectors in March of 2016. Manager and employment team will keep the tracker updated each time new employment is obtained and monitor that we are developing employment in diverse sectors in accordance with preference and themes of job seekers.

**Service Quality Measures (Feedback/Satisfaction)**

Employers are satisfied with the long term, on-going supports provided by Milieu Employment Services.	N/A	% of employers that report they would recommend Milieu Employment Services to other employers	Employers	Bi-Annual	Survey	Manager	90%
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**Effectiveness Action Plan**

The Employment team will develop a survey that will allow the employers to share their thoughts and opinions on services provided specifically directed towards satisfaction with long term check ins, and re-introducing on site job coaching as needed (new job task introduced, change in management) employment services and supports. Manager will track the response of the returned surveys, specifically if the surveyed employers would recommend our support services to their businesses within their network. Once data has been collected manager/employment team will set up a networking meeting for current employers to invite a potential employer. Manager and employment team will analyze the outcomes of the surveys and employment longevity measurements to create a report in February 2016 that will give us data to frame goals and outcomes for 2017.