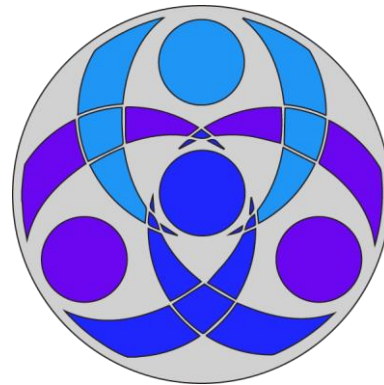


Milieu Family Services

Outreach Services Annual General Report with Proof



April 2015 – March 2016

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 Demographics

Outreach Services supports 88 Individuals with developmental disabilities, FASD or Autism.

Total Number Of Persons Served	Total: 88
Gender	Males: 63 (72%) Females: 25 (28%)
Age	19-25: 50 26-30: 16 31-35: 4 36-40: 2 41-45: 1 46-50: 2 51-55: 2 56-60+: 2 Undetermined: 9 (exited individuals)
Ethnicity	Caucasian: 59 (67%) Asian: 5 (5%) Aboriginal: 11 (13%) East Indian: 10 (11%) Other: 3 (4%)

Outreach Strategic Planning 2015/2016:

Objective	Quality of Life Domain	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<u>Effectiveness:</u> Persons served will have the opportunity to learn new skills related to Self-Determination	Self-Determination, Personal Development, Rights	25% of persons served in Outreach will participate in Self-Determination curriculum level 1	Persons Served	1 Year	Attendance Record	Manager	28% (25/88) of the persons serve attended Self-Determination Level 1. This goal was successfully completed.
Objective	Quality of Life Domain	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<u>Efficiency:</u> Increase the amount of jobs for persons served throughout the year	Material Well-Being Personal Development	An increase in employment for person served	Person served	1 year	Excel spreadsheet that will track employment numbers monthly	Manager	In April 2015, Outreach had 16/88 jobs (18%). In March 2016, Outreach had 31/88 jobs (35%). There was a 17% increase in employment this year. This goal was successfully completed.
Objective	Quality of Life Domain	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<u>Accessibility:</u> Staff have accessible places to complete documentation	Material Well-Being	Staff will feel knowledgably in knowing where to access sharevision at Milieu and the community.	Employees	1 Year	A memo sent to staff of places to complete Sharevision. Schedules with admin time allotted. Sharevision Checks by manager.	Manager	All staff are completing sharevision logs in the community, at Milieu, or at home. This goal was successfully completed.
Objective	Quality of Life Domain	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<u>Satisfaction:</u> Increase satisfaction of staff feeling knowledgeable with how to support individual's through staff training in PBS and FASD.	Self Determination, Rights	75% of staff will report they feel knowledgeable with respect to supporting persons with PBS and FASD	Employees	1 year	Trainings delivered in PBS and FASD (staff attendance tracker), staff satisfaction survey.	Manager	100% 5/5 staff sent to Douglas College reported they felt 100% 11/11 staff who took PBS

Outreach Services 2015/16 Strategic Planning Review:

Effectiveness

Outcome:

Persons served will have the opportunity to learn new skills related to Self-Determination.

Action Plan:

Manager will ensure that families and persons served are informed and invited to Self Determination. Manager and support staff will use service hours for transit training to support individuals to attend. Manager and support staff will maintain an attendance sheet. 25% of persons served in Outreach will participate in Self-Determination curriculum level 1.

Complete:

- 28% (25/88) of the persons served attended Self-Determination Level 1.
- This goal was reached successfully.

Extenuating/Influencing Factors:

- Some individuals receiving Outreach support chose not to attend Self-Determination Level 1 due to work, being in crisis, and housing issues.

Recommendations:

- None at this time.

Efficiency

Outcome:

Increase employment for persons served throughout the year.

Action Plan:

The Manager will arrange Job Development training, Job Coaching training and FASD training for staff to become knowledgeable about how to best support individual's in obtaining and maintaining employment. Manager will work closely with staff to help guide the staff through the supported employment process to ensure success and independence for persons served.

Complete:

- In April 2015, individuals in Outreach had 16/88 jobs (18%).
- In March 2016, individuals in Outreach had 31/88 jobs (35%).
- There was a 17% increase in employment this year.
- This goal was reached successfully.

Extenuating/Influencing Factors:

- None at this time

Recommendations:

- None at this time

Accessibility**Outcome:**

Staff will be aware of accessible places to complete their administrative work and have the time to complete documentation in a timely manner so that all related administrative items are completed.

Action Plan:

Staff will be provided with a detailed schedule that includes designated times to complete documentation within their support hours. The Manager will provide computer access at several Milieu locations and advise staff of community locations in close proximity of the service area where computers can be accessed. The Manager will provide staff with a list of places they can complete their Sharevision logging. The Manager will monitor the Sharevision documentation monthly for month ends.

Complete:

All staff are completing sharevision logs in the community, at Milieu, or at home.

Extenuating/Influencing Factors:

- None at this time

Recommendations:

- None at this time

Satisfaction**Outcome:**

Increase satisfaction of staff feeling knowledgeable and capable in supporting individuals.

Action Plan:

Managers will put 5 staff in online paid Douglas College FASD training. Manager will send 11 staff to Positive Behaviour Level 1 training. Questionnaires will be sent to staff after training to evaluate the staff satisfaction with the knowledge they received. A meeting will be held to share knowledge between the training that staff took.

Complete:

100% 5/5 staff sent to Douglas College. 100% 11/11 staff took PBS.

Extenuating/Influencing Factors:

- N/A

Recommendations:

- Continue to have staff attend training

Outreach Services Outcomes 2016 - 2017

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
Effectiveness: To effectively maintain and update documentation associated with person's goals Examples: <ol style="list-style-type: none"> 1. Sharevision Contact Logs 2. Sharevision Active ISP Reporting 3. Quarterly Review 4. ISP 1 Pagers 	Data collection will be 100% complete and there will be no missing documentation	Managers and Staff	100%	Use the Milieu Supervision Goal Tracking Sheet to review Sharevision Contact Logs, Sharevision Active ISP Reporting, Quarterly Review and ISP 1 Pagers		
Efficiency: To reduce repetition of daily documentation. Instead of recording in 5 places on sharevision and the server reduce to 2 places	Decrease in time spent completing daily documentation during allotted administrative time	Staff	100% of time spent decreases	Time comparison with staff completing: <ol style="list-style-type: none"> 1. Staff Time Logs on the server and Daily Attendance, Daily Life Skills & Activities, Active ISP Support Needs and Contact Logs on Sharevision <li style="text-align: center;">VS 2. Contact Logs and Active ISP Support Needs on Sharevision 		
Accessibility: To give persons served access to workshops that are offered within the entire agency	Individuals within program are attending internal workshops	Individuals	1 year	Attendance list to show persons served that are accessing workshops		

<p>Satisfaction: To inquire and document individual's satisfaction of having access to a variety of workshops offered with the agency</p>	<p>When individuals feel satisfied after completion of workshop by indicating on survey</p>	<p>Individuals</p>	<p>75%</p>	<p>Survey to track satisfaction</p>		
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