

YSSN Developmental Services Performance Measurement Plan: 2016 - 2017

Objective Type	Objective	Indicator	Applied to	Time of Measure	Data Source	Obtained by	Target Goal Expectancy	Actual Result
Effectiveness Measures								
Increase understanding of SIS Assessment tool	Increase understanding of Support Intensity Scale Assessment for service providers and families and link it with planning for the person.	Increase in positive comments in satisfaction survey Increase understanding through training session evaluations	Session participants -service providers -caregivers	June 2016- March 31, 2017	Satisfaction surveys Training evaluations Follow up post training	DSO staff providing training	60% positive change in understanding 50% positive response in use for planning	
ADBS Grief support group	Specialized skill training and support assists clients to better cope	Retention of skill acquisition measured by usage of information learned and ongoing usage of information and skills learned after graduation.	Group participants	2016 To 2020	Pre, in situ and post surveys	Focus groups Surveys This is a longitudinal study based on how the ADBS group is administered	Pre survey information gathered In situ survey completion Graduation surveys indicating 50% skill retention 6 months post graduation	
Efficiency Measures								
Application Package interviews	To increase the number of application package interviews attended and completed through a centralized booking process and the establishment of cancellation lists	Reduction in cancelled appointments in comparison to baseline Increased productivity of Assessors	DSO Applicants	April 1/16 to March 31/17	Monthly stats Self reports	DSO Assessors Centralized Booking staff	50% positive change in comparison to current baseline	
Groups	Information sessions offered to clients and families provide valuable resources that address needs	Satisfaction and indication of concrete use of the information received at the session	Information session participants	Sept 2016 to April 2017	surveys	DS Community Education and outreach committee Grief Support group	80% positive response regarding use of the information received 10% attendance increase from the previous year	

Service enhancements via IT resources	Increase face to face options via electronic supports	Offer option of face to face meetings via Skype to clients or families	Clients and families on various teams	June 2016 to March 2017	Number of offers for face to face Number of face to face completed Feedback surveys	Various staff on DS teams: Intake team CM team Regional team	20% of families or clients offered meetings via Skype complete a Skype meeting	
Service Access								
Accessing documentation via CTN database	To increase the access to supporting documentation to streamline the eligibility process for adult services for families in York Region and Simcoe County	Increase in positive comments in satisfaction survey Decrease in time between initial referral and placement on Appl. Package waitlist	DSO Applicants	June 1/16 to March 31/17	Satisfaction surveys Staff monthly reports	DSO Service Navigators	30% positive access to documents from CTN database Of the 30%, 75% decrease in time taken to be placed on waitlist	
Response to service gap for children	Increase scope of service for families with children from age 4	Measure increases in demand for service and ability to serve	DS Intake team	July 2016 to May 2017	Number of referrals Number of eligibility confirmations Comparisons to previous year	DS Intake team	20% increase in service to children	
Stakeholder Input / Satisfaction								
	To maintain satisfaction levels with agency stakeholders	Percentage of stakeholders who report overall satisfaction with YSSN	Clients Families Community Stakeholders	April 2016- March 2017	surveys	Direct service staff in DS	85% satisfaction rate	