

YSSN Developmental Services Performance Improvement Plan Outcomes: 2015 – 2016

Objective Type	Objective	Target Goal Expectancy	Actual Result	Learnings	Recommendations
Effectiveness	Groups: Information sessions offered to clients and families provide valuable resources that address needs	60% positive response regarding use of the information received and sessions	<p>100 people participated in the family information sessions</p> <p>50 participants responded to the post surveys</p> <p>72% of respondents found the information sessions to be very helpful and 22% said somewhat helpful</p> <p>22% indicated they used the materials/suggestions provided at the sessions</p> <p>54% indicated they had used some of the information</p> <p>100% of responses indicated they would recommend sessions to others</p> <p>44% indicated they would attend future sessions and 34 % said they might attend future sessions</p>	<p>Group sessions offer information that is helpful for families</p> <ul style="list-style-type: none"> - Families found the sessions meaningful and generally used the materials, information or suggestions although use of information declined over time - Attendance highest for Passport information, financial planning sessions. - data collection was inconsistent resulting in missing data - review with session coordinators for future data - resource challenges for completion of post surveys resulted in surveys being completed up to 11 months after the session 	<ul style="list-style-type: none"> - Ensure enough support staff are available at workshops to complete data collection more accurately - Develop list of potential topics as part of future survey for families to indicate interest and inform future planning - Consider offering some information sessions in other locations or areas of the region. - Review rsvp data collection methods - Review data collection sheets with workshop coordinators more frequently - Repeat well attended sessions: Passport information, financial planning, mindfulness and supports and safety strategies.

YSSN Developmental Services Performance Improvement Plan Outcomes: 2015 – 2016

Objective Type	Objective	Target Goal Expectancy	Actual Result	Learnings	Recommendations
Effectiveness	Information sessions offered to clients and families provide valuable resources that address needs	60% positive response regarding use of the information received and sessions	<p>Grief support group:</p> <ul style="list-style-type: none"> - 7 participants over 2 six week sessions - 6 responded to the post survey - 86% said they learned about grief - 100% indicated the group was helpful -100% able to describe at least 1 strategy that they found helpful. – of those, 66% (4) were able to describe 3 or more strategies that were helpful 	<ul style="list-style-type: none"> - grief support group met the need of the participants - Strategies were retained at some level by 100% of the participants - Low number of participants - Post survey difficult to complete due to the support needs of the individuals and in some cases was completed by a caregiver on their behalf - Meeting others and the social opportunity provided by the group was #1 in terms of helpfulness 53% 	<ul style="list-style-type: none"> - Provide the same or similar questions for both the end of the session and 6 months post session for better comparison. - Explore length of the sessions - Consider a “refresher” session 6-12 months post session for those who are interested - Facilitate ongoing communication between participants if they are interested in social connections - Continue to offer sessions to clients based on demand or need.

YSSN Developmental Services Performance Improvement Plan Outcomes: 2015 – 2016

Objective Type	Objective	Target Goal Expectancy	Actual Result	Learnings	Recommendations
Efficiency	Intake process times.	Time from receipt of referral to completion of the intake process. Base line determination	-majority of intakes are completed between 50 and 90 days (27%) 19% completed between 32 and 49 days 18% completed between 91 and 120 days Overall average of intake completion is 47 days	<ul style="list-style-type: none"> - About 19% of all referrals result in a no contact letter With a 50% response rate (for all letters sent) - 50% of those who respond complete an intake. - first calls to those appearing to have urgent needs occur within a week - first calls that happen after 1 month 11% - inaccuracies of data entry by workers due to staff changes, inconsistency of language - Data collection sheets are very lengthy which may contribute to inaccurate data 	<ul style="list-style-type: none"> - Review intake processes in response to change to children’s service mandate as well as the MCSS urgent reponse protocol in order to develop more efficient and streamlined intake and reduce process time. - Explore new processes as part of the intake review to address needs through provision of information and resources that does not include the completion of the full intake package in order to reduce intake time such as groups. - Consider providing short term service for those in need of supports rather than all new referrals in order to reduce intake completion time and provide a more responsive service. - Continue to gather data to complete a comparison with the new process of intake completion for efficiency - Create data collection tools that are simplified - Explore available data via the electronic record

YSSN Developmental Services Performance Improvement Plan Outcomes: 2015 – 2016

Objective Type	Objective	Target Goal Expectancy	Actual Result	Learnings	Recommendations
Service access:	Intake: Does the information provided to the community result in appropriate referrals and service requests?	70% of all referrals result in appropriate service	33% of children's referrals resulted in some level of CM service 43% of adult referrals resulted in some level of CM service	<ul style="list-style-type: none"> - Provision of information and resources for adults at the time of DSO contact would result in more families receiving what they need at the time of their call - Outcomes were not tied to the source of referral - specific conclusions regarding the relationship between the outcome and source of referral could not be made for children. - Education to referral sources may create efficiencies for clients by providing information they are seeking at the time of referral source contact. - Data collection sheets were too lengthy resulting in missing outcome data for 41% of all referrals 	<ul style="list-style-type: none"> - Continue to collect information regarding referral source with specified client outcomes connected to the source for a more clear correlation and comprehensive analysis. - Create data collection tools that are more specific to the information required for analysis. - Review intake process at YSSN to address need for information and resources in a more efficient manner such as offering intake sessions in group format. - Plan education sessions to community partners regarding YSSN intake services. - Provide written materials to clients and families at the time of referral where possible.

YSSN Developmental Services Performance Improvement Plan Outcomes: 2015 – 2016

Objective Type	Objective	Target Goal Expectancy	Actual Result	Learnings	Recommendations
Special project	build capacity for respiteservices.com to assist adults living in York Region who have a developmental disability to access individualized supports and coordinate purchase of services via Passport funding	<p>support to 200-250 individuals</p> <p>75-100 workers to be added to bank</p> <p>8-10 community sessions</p> <p>5-6 family information sessions</p> <p>75% maintenance of hired workers</p>	<p>total of 249 adults served</p> <p>80 new recruits</p> <p>15 job fairs attended 8 presentations</p> <p>Total: 14 sessions provided attendance = 51 adults</p> <p>86% of reported hires employed 6 months or longer</p>	<ul style="list-style-type: none"> - increased opportunities for families to explore options and receive connections to services they need. - face to face meetings that offered an individualized approach to address barriers and challenges to achieve more positive outcomes - greater recruitment for the registry to meet the increased demand - outreach increased community education opportunities - built community partnerships for recruitment purposes 	<ul style="list-style-type: none"> - Explore linking a similar position to the Passport program or strengthening a partnership between Passport and the CHAP registry by offering information sessions together. - Offer sessions to families who may be experiencing difficulties with Passport spending by incorporating some of the proven strategies into the role of the Passport coordinator through: <ol style="list-style-type: none"> a)Regular ongoing information sessions, b)Follow up to address issues/concerns c)Face to face meetings to address barriers to service, help with planning , provide information and linkages