

YSSN Mental Health 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								
Crisis Telephone Support	Conduct an outcome evaluation on the effectiveness of telephone crisis intervention provided at YSSN. This will allow YSSN to further understand the impact of the telephone crisis intervention with callers.	Evaluating the effectiveness of the program in building strategies and a plan to manage wellness which includes the following three goals/objectives: <ul style="list-style-type: none"> • Development of a safety plan • Identification of coping mechanisms • Increase awareness of community supports 	Clients calling into 310-COPE	June 2016 – March 31, 2017.	Crisis Call Outcome Rating Scale (CCORS) Developed by Brnneson & Hartsough-1987.	MH Crisis Supervisors Crisis Response Workers.	Base line	
Co-Response Unit	Providing on-scene crisis intervention with YRP to support clients in the community.	Mental Health ACT (MHA) apprehension rate for York Region Police when Co-Response team is present.	Co-Response Unit	April 1/16 – March 31/17 (ongoing from previous year)	Roxy database YR Police	MH Crisis Supervisors	20% reduction in MHA apprehensions when CRU team on-scene.	
Intensive Case Management	To evaluate the impact of ICM services on unmet needs identified through the Ontario Common Assessment of Need	Change over time reports provided for the OCAN assessment tool provide data on the following top five “unmet need domains”: -Psychological distress -Daytime activities -Accommodation -Company -Money/Finances	Enrolled ICM clients	Selection of OCAN reports by quarter May 2016 Aug. 2016 Oct. 2016 Feb.2016	OCAN reports via Integrated Assessment Records portal	MH Case Management Staff	10% improvement (met need) in each of the five “unmet needs” evaluated at six month intervals	
Efficiency Measures								
Intensive Case management	Determine the impact of changes to the ICM process.	To increase the total number of individuals served in ICM & to reduce the average duration of service.	ICM services offered at YSSN	April 1/16 – March 31/17	Roxy Database custom reports	MH Case Management Staff	10% increase in individuals served compared to	

			(excluding Flex Supports)				previous fiscal year. 10% reduction in the average duration of service compared to previous fiscal year.	
Service Access								
Co-Response Crisis Unit	Increase referrals for on-scene interventions with York Regional Police by recommending changes in their dispatch protocols.	Measure increase in number of on-scene requests for support by York Regional Police.	Co-Response clients served.	May 6/16 – March 31/17	Roxy Database Monthly Stats	Co-Response Supervisor Co-Response Crisis Workers	25% increase in on-scene requests for support compared to previous fiscal year	
Stakeholder Satisfaction / Perception of Care								
Streamlined Access	The perceptions of clients wait time for service.	Percentage of clients who report that the <i>'wait-time for services was reasonable'</i>	Clients Family Members	April 1/16 – March 31/17	Ontario Perception of Care (OPOC)	Streamlined Access Peer Support Worker Admin Support	80% Agree or Strongly Agree with wait-time for services being reasonable.	
Flexible Supports ICM	Perception of care by clients regarding support they are receiving.	Client responses to the following three indicators: <i>-I was treated with respect by program staff</i> <i>-Staff believed I could change and grow</i> <i>-Staff understood and responded to my needs and concerns.</i>	Clients enrolled in service	April 1/16 – March 31/17	Ontario Perception of Care (OPOC)	Direct service workers/ICM staff Admin. staff	80% of clients Agree or Strongly Agree with all three indicators	