

YSSN Developmental Services Performance Measurement Plan: 2019 - 2020

| Objective Type | Objective | Indicator | Applied to | Time of Measure | Data Source | Obtained by | Target Goal Expectancy | Actual Result |
|-------------------------------|--|---|-------------------------------|----------------------------------|----------------------|---|---|---------------|
| Effectiveness Measures | | | | | | | | |
| ADBS | 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 | 2018 + + | Pre and post surveys | Focus groups Surveys This is a longitudinal study based on how the ADBS group is administered | Pre survey information gathered Graduation surveys indicating 50% skill retention 6 months post graduation | |
| Case management | Case management service provides individuals with community connections and support to increase access to service, understand the service system, and gain skills to better manage their needs | Case management interventions assist clients to achieve goals and access service | Clients – adults and children | Longitudinal study starting 2018 | Surveys | Case managers and supervisors | 75% of families indicate moderate effectiveness or higher | |
| Family Peer Mentor | Family Peer Mentor support increases resilience and empowerment | Family Peer Mentorship assists family members to feel more informed and better able to cope with the stressors of caregiving | Family members | April 1, 2019-March 31, 2020 | surveys | Family Peer mentors | 70% of family members indicate moderate effectiveness/satisfaction or higher | |
| DSO | Successful completion of application package by staff to meet overall target by MCCSS | Number of completed application packages vs declined and no contact letters | DSO Assessors | April 2019/March 2020 | Stats | Assessors and DSO Management | Successful completion of 1400 application packages based upon a full staffing complement | |
| Efficiency Measures | | | | | | | | |

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| | Decrease the percentage of eligibility appeals through the implementation of eligibility reviews by a psychological associate | Number of appeals decreased in the fiscal year | DSO Service Navigators | April 2019/March 2020 | Eligibility appeal tracking form stats | Management | Decrease request for appeals by 10% from previous fiscal year | |
| Service Access | | | | | | | | |
| Streamline pathways for children's referrals | New children's initiatives implemented in 2017 have created changes in how referrals are managed for children. | Measure increases in demand for service and ability to serve Measure number of referrals for complex children requiring FSW (autism) support and/or SPC support (CTN) | DS Intake team Children's CM team | July 2019 to July 2020 | Tracking referrals for: <ul style="list-style-type: none"> - age groups - eligibility confirmations - FSW and SPC referrals - short term service for referrals to FSW/CTN | DS Intake team Children's CM team | 20% increase in service to children Short term service increased by 50% with 30% needs mitigated at this level | |
| DSO | Decrease the length of wait time for an application package once eligibility is determined | Length of wait time in months | Applicant | April 2019/March 2020 | Application package tracking form | Management | Decrease wait times for application package completion from 12 months to 6 months across all regions | |
| Stakeholder Input / Satisfaction | | | | | | | | |
| | To maintain satisfaction levels with agency stakeholders | Percentage of stakeholders who report overall satisfaction with YSSN | Clients Families Community Stakeholders | April 2018- March 2019 | surveys | Direct service staff in DS | 85% satisfaction rate | |