

YSSN Developmental Services Performance Measurement Plan: 2020 - 2021

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 and ongoing	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	
Virtual group Distantly Social	Facilitated virtual opportunities provides social connected and increases technology use for clients.	Participation in Distantly Social groups is measured by skills client feel they have learned as well as ongoing connection with other participants.	Group participants	2020-2021	Pre and post surveys		Increase in comfort with use of technology by 20% Satisfaction with group 70% Indication of skills learned 50% 50% Indication that connection with peers continued post group participation.	
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	2018 and ongoing	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 for a child with autism	Family members	2020-21	surveys	Family Peer mentors	70% of families participating in OAP peer supports indicate satisfaction of 70% or higher	
OAP	Foundational Family Services provide families with support and services	Workshops and brief resource services assist families to access services when needed.	Family members	2020-21	surveys	OAP team	70% of family members indicate moderate effectiveness/satisfaction or higher	

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Virtual services	Increased use of virtual services due to COVID continue to meet the needs of families and individuals	Families continue to be supported and have their needs met.	Family members	2020-21	survey	YSSN teams	70% of families and clients indicate needs are met through virtual support	
Efficiency Measures								
DSO	Virtual meetings during COVID provide an alternate method for completion of assessments	Virtual assessment are offered to clients and families.	DSO assessor teams	2020-21	Track number of assessments completed virtually and number of assessments offered virtually which were declined	DSO assessor teams	50% or more assessments are completed virtually	
Service Access								
children's referrals	New children's initiatives created changes in how referrals are managed for children.	Measure increases in demand for OAP service and ability to serve Measure number of referrals for complex children requiring Bridge coordination support	DS Intake team Children's Bridge and OAP team	2020-21	Tracking referrals for: -age groups and type of OAP services accessed -number of referrals for Bridge coordination and diagnosis	DS Intake team Children's OAP and Bridge teams	25% increase in service to children with Autism	
DSO	Decrease the length of wait time between eligibility confirmation and initial contact to complete the application package	Length of wait time in weeks	Applicants who are not receiving 24/7 residential support	April 2020/March 2019	Application package tracking form	Management	Decrease wait times for application package completion 6 months to 6 weeks 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 2020-March 2021	surveys	Direct service staff in DS	85% satisfaction rate	