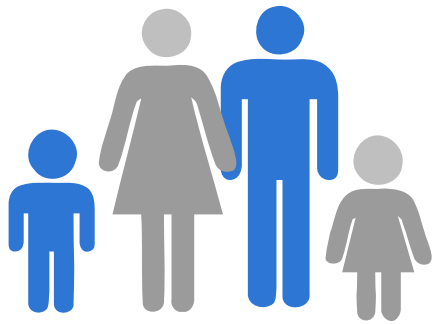


Effectiveness Measures – DEVELOPMENTAL SERVICES



Life After Highschool Workshops

4-week workshop series to help families better prepare for adult services (*previously offered as 8 week Transitioning Together workshop*)

- Workshop series offered two times in 2022-23
- 115 participants
LY – 16 participants
- 44 respondents (35%)
LY 14 respondents (87%)
- 89% satisfaction rate
LY 97% satisfaction

Family Peer Mentor Groups

Assists families with feeling more informed and better able to cope with caregiving stresses

- 96 participants (↓ 44%)
- 51 respondents (53%)
- 88% satisfied with the workshops (LY 96%)

Caregiver Groups

Facilitated virtual group provided caregivers opportunities to connect with other caregivers

- 37 participants (↑ 42%)
- 11 respondents (30%)
- 91% felt helpful/informative (LY 71%)
- 91% indicated easing of feelings of stress (LY 93%)
- 91% would recommend to other caregivers (LY 100%)

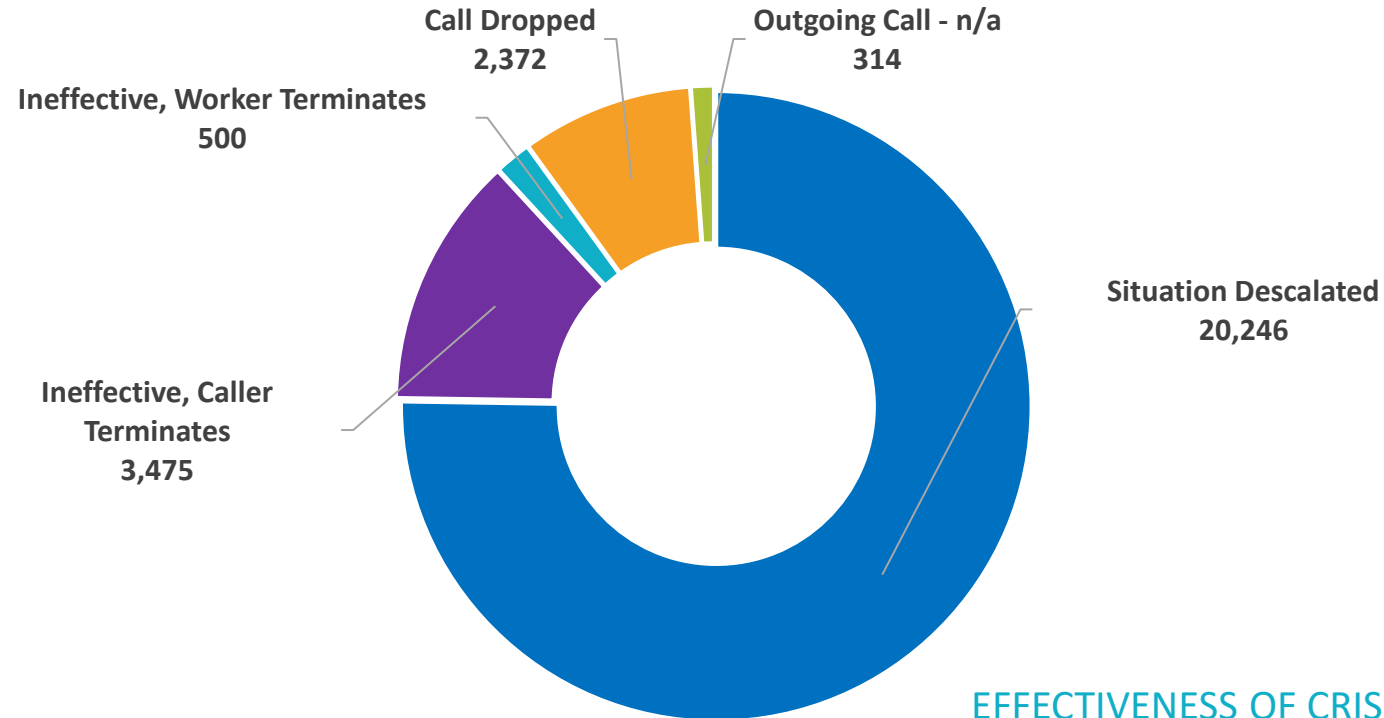
Foundational Family Services

Workshops and brief resource services to assist families to access services when needed

- 64 participants (↓ 52%)
- 17 respondents (27%)
- 100% satisfied with workshops
- 86% found info helpful/useful (LY 95%)
- 100% felt increased understanding of topic (LY 95%)

Effectiveness Measures – MENTAL HEALTH

Crisis (Call, Text, Chat)



EFFECTIVENESS OF CRISIS SERVICE

12% increase

26,907 Contacts (calls, texts, chats) in 2022-23

- +12% vs. 2021-22
- Sample size is 12% larger than 2021-22

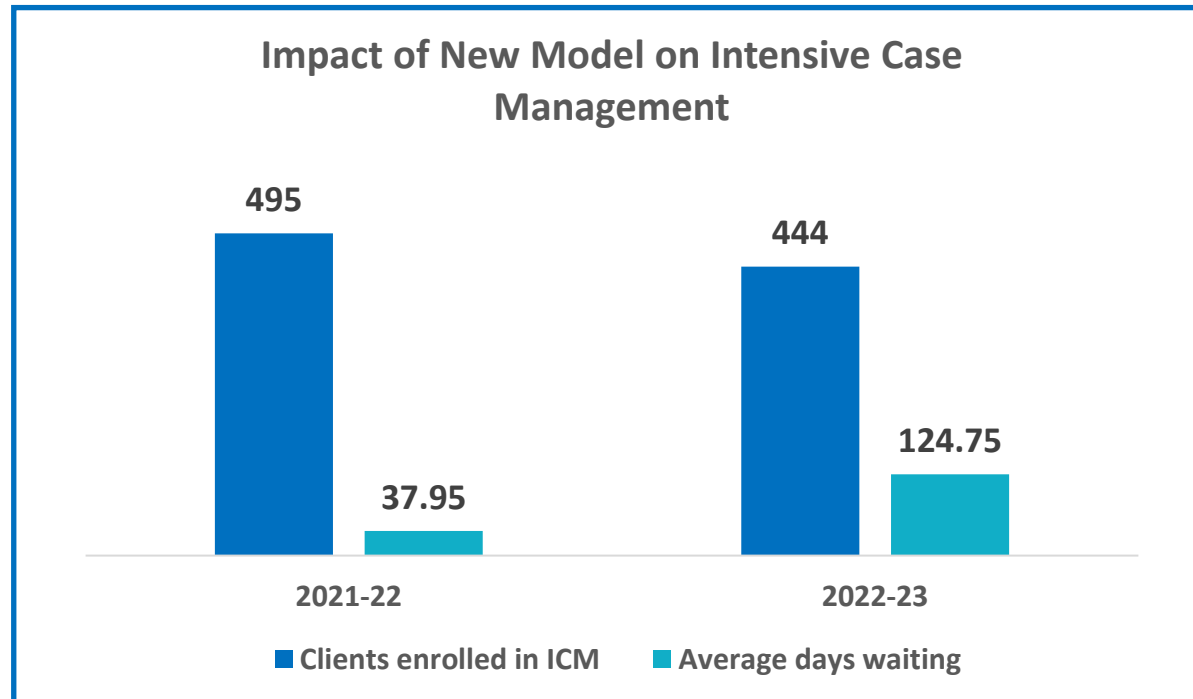
EFFECTIVENESS OF CRISIS SERVICE

75% Satisfaction

20,246 identified as 'Caller's situation de-escalated /call ended mutually'

- 5% below target set of 80%
- 14% lower vs. 2021-22

Efficiency Measures – MENTAL HEALTH



EFFECTS ON CLIENT ENROLLMENT

11% decrease

Implementation of the new ICM model (6-month intervention), YSSN now provides services to a greater number of clients.

- 40% increase in enrollment vs. 2019-20 when new model implemented
- 11% decrease in client enrollment vs. 2021-22

IMPACT ON WAIT TIMES

229% increase

Measuring from time of referral receipt at Streamlined Access to enrollment into ICM services, the wait times for people we support have increased each quarter of 2022-23

- 229% increase in average days waiting (124.75 days) vs. 37.95 days in 2021-22

Service Access Measures



Addition of text/chat to our Crisis services enhanced access for those we support. In 2022-23 we saw:

- **3.2% decrease in crisis contacts over previous year (27,259 vs. 28,151)**
- **2.3% increase in text/chat contacts over previous year (740 vs. 723)**



Case Management staff have been able to support clients and families with quality services virtually. In 2022-23:

- **90% of DS service users report being satisfied with virtual services**
- **88% of MH service users report being satisfied with virtual services**



The pandemic impacted utilization rates for Passport funding. With a goal to increase utilization to 85%, in 2022-23 we saw a positive shift:

- **From March 2020 to April 2023, funding utilization rates have increased by 14%**
- **In 2022-23, funding utilization reached 77% (vs. 74% in 2021-22)**

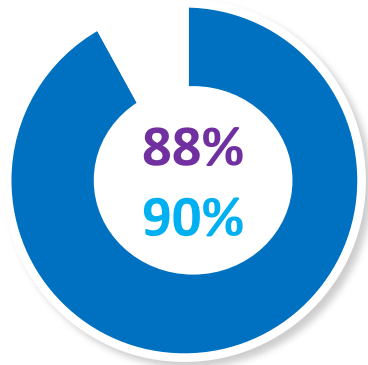


DSO Assessments were mainly conducted virtually in 2020-21. This year, in-person appointments were also offered.

- **Cancellation rates have increased by 13% in 2022-23**
- **40% cancellation rate in 2022-23 vs. 27% in 2021-22**

Stakeholder Input – CASE MANAGEMENT

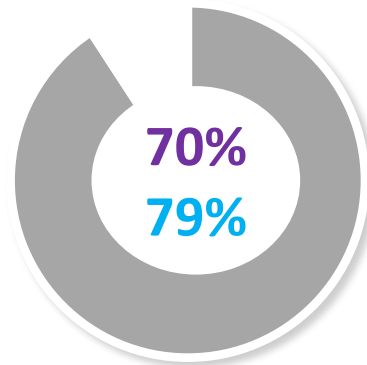
Satisfaction with virtual services to meet needs of people and families



Well-Supported/Needs Met

Report feeling well supported and having their needs met through virtual services.

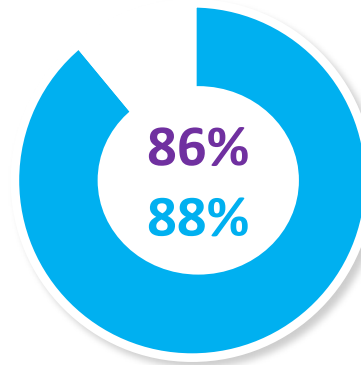
88% MH (LY 94%)
90% DS (LY 95%)



Virtual same as in-person

Felt virtual provided the same level of services as in-person.

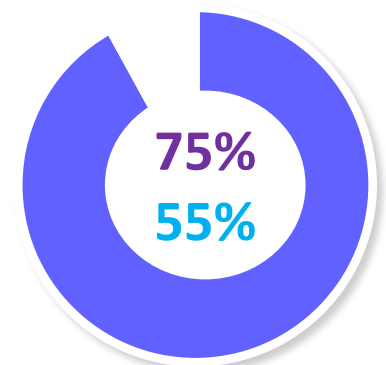
70% MH (LY 72%)
79% DS (LY 82%)



Continue virtually

Report they would be happy to continue services virtually.

86% MH (LY 83%)
88% DS (LY 91%)



Prefer meeting in-person

Report they would prefer in-person, face-to-face meetings.

75% MH (LY 69%)
55% DS (LY 60%)