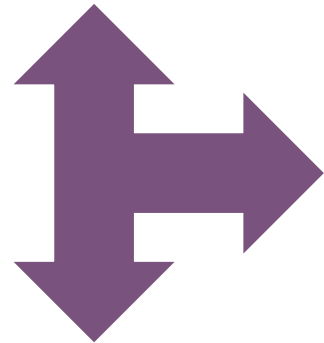


2024 – 2025
YSSN DS and MH Performance Improvement Plan Outcomes
Highlights

SERVICE EFFECTIVENESS – Crisis (988 Suicide/Crisis Line)

Objective:

Comparative analysis pertaining to use of emergency services for callers using 988



Target:

20% less use of emergency services in comparison to 988 National average.

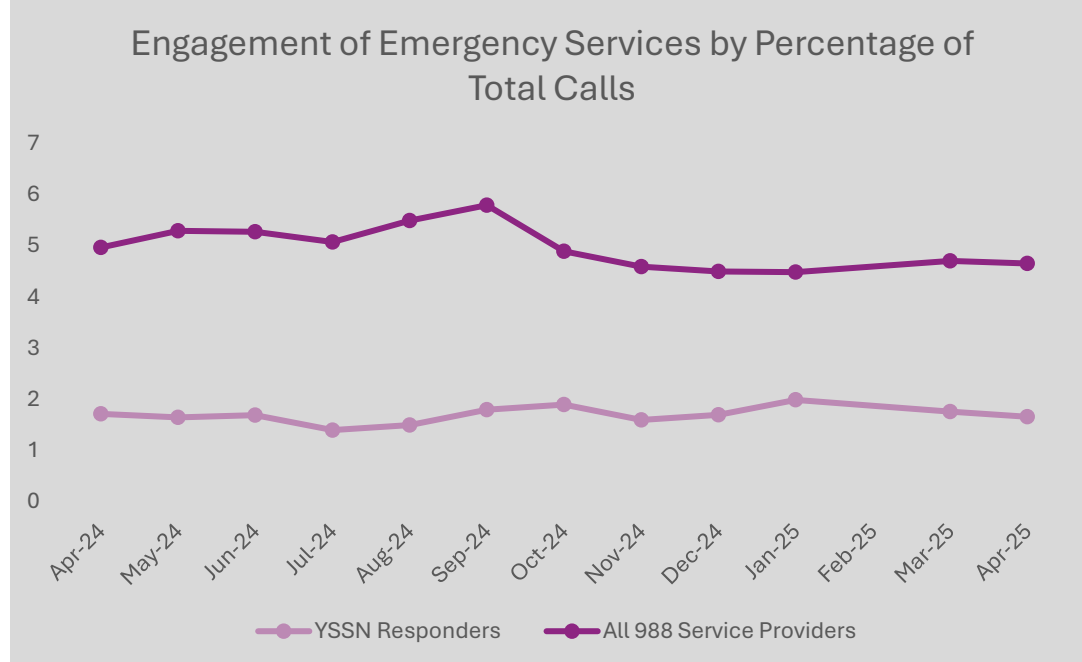
Actual Result:

Based on comparative analysis of 12 months of data for both YSSN-responders and all 988 service providers nationally for percentage of suicide calls resulting in engagement of emergency services.

Average percentage over 12-month period:

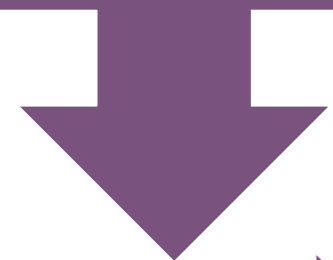
YSSN Responders: 1.69%

988 Service Providers Nationally: 3.03%



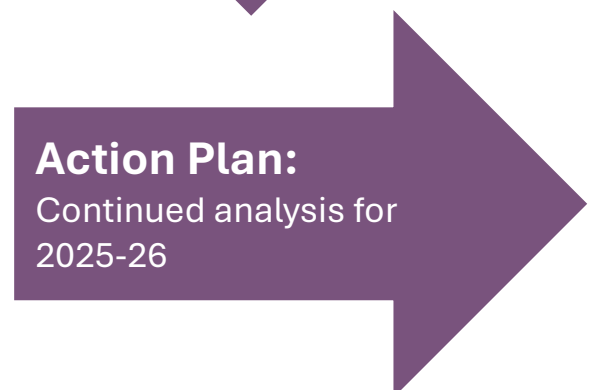
Learnings:

A primary goal of 988 is to provide the least intrusive intervention as possible when supporting individuals with suicide ideations. Emergency services were only to be initiated when all other feasible measures to secure safety have been exhausted.



Action Plan:

Continued analysis for 2025-26

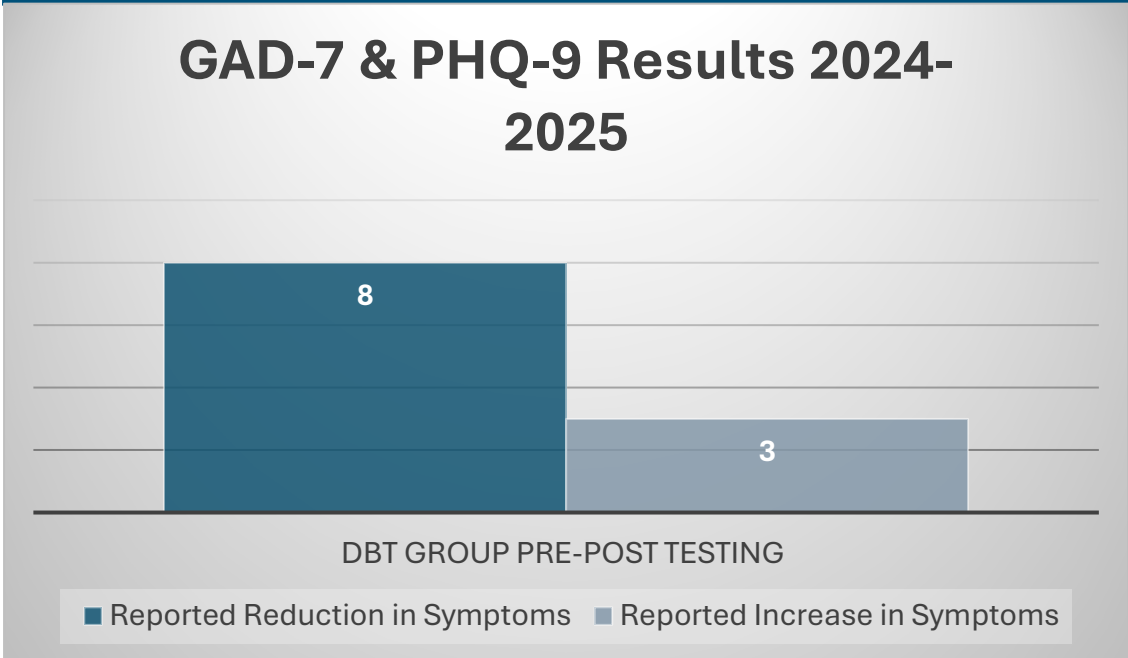


SERVICE EFFECTIVENESS – Mental Health (DBT) Dialectical Behavioural Therapy

Objective:
The degree to which YSSN Bed services improves clients' mental health wellbeing. Specifically, reduction in anxiety and depression through DBT using pre-post testing via GAD-7 & PHQ-9

Target:
50% of participants show an improvement in pre-post testing with both GAD-7 & PHQ-9

Actual Result:
The Patient Health Questionnaire – 9 (PHQ-9) and the Generalized Anxiety Disorder Questionnaire – 7 (GAD-7) are short screening instruments used for detection of depression and anxiety symptoms in various settings, including general and mental health care as well as the general population.
Results are based on pre and post testing of 11 participants who completed both pre and post assessments.



Learnings:
Results are promising for the first year analyzing the effectiveness of our DBT group in relation to symptom reduction of 72.2%. A limitation of the study is the small sample size. We found that those participants who chose virtual group involvement were more likely to drop out prior to completion and less likely to complete pre/post testing. In consultation with group facilitators, we are looking to improve our testing completion rate.

Action Plan:
Continue with evaluation to obtain greater sample size and measurement over time

SERVICE EFFECTIVENESS – Mental Health (Crisis Safe Beds)

NEW!

Objective:

Degree to which YSSN Bed services improves clients mental-health wellbeing.

Overall program experience based on the following two indicators from the Ontario Perception of Care (OPOC).

“The services I have received have helped me deal with my current challenges”

Target:

85% of all respondents “strongly agree” or “agree” with the two indicators

Learnings:

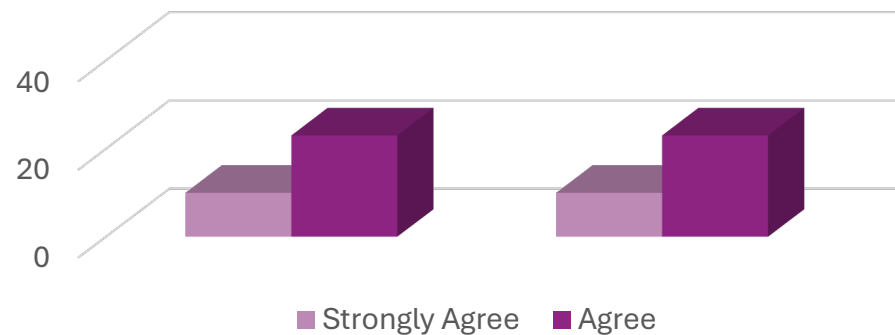
Good sample size adds to validity of results. First year reviewing our Crisis/Safe Bed client satisfaction.

Actual Result:

N=34 responses to the OPOC perception of care tool for last fiscal year which represents 29% of total individuals served so a strong representation of those who attended the bed program.

Results indicated that 100% of respondents chose either Strongly Agree or Agree, surpassing goal of 55%.

Fiscal Year 2024-2025



“I would come back to this service if in need of similar help”

Action Plan:

Continue evaluation for 2025-26 to gather data over time

SERVICE EFFICIENCY – Mental Health (Crisis) 310-COPE (call/text/chat)

Objective:

Compare number of calls “abandoned” by clients to number of calls “received” by Crisis workers.

Target:

90% of calls accepted by CRW’s

Risks/Limitations:

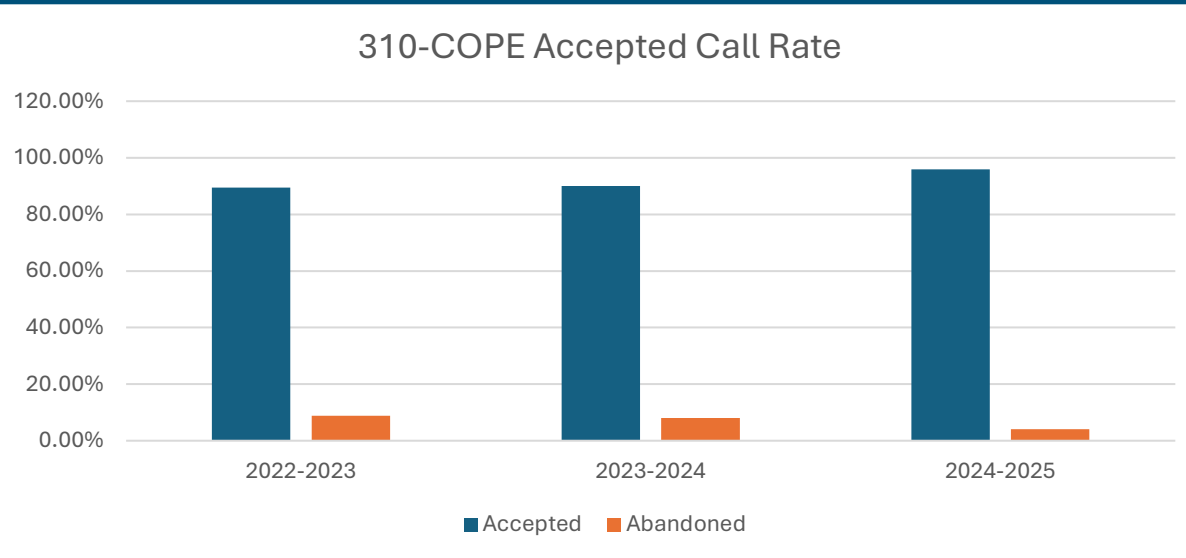
Inability to decipher why client has abandoned call (ie. Call dropping due to loss of cell signal, perceived excessive wait for service).

Actual Result:

Definitions:

% Accepted: The percentage of interactions answered by the agent over the total number of interactions that entered the queue.

% Abandoned: The percentage of interactions abandoned by a customer while being presented to the agent



2022-2023	% Accepted = 89.47%	% Abandoned = 8.38%
2023-2024	% Accepted = 89.98%	% Abandoned = 7.98%
2024-2025	% Accepted = 95.89%	% Abandoned = 4.10%

Learnings:

New Call Center platform provides us with analytics that we previously were not able to obtain.

Stakeholders have expressed concern over ability to “get through” to our service so this data is very valuable to ensure we are serving those seeking our support.

Evaluation results continue to indicate that a high percentage of service users are able to connect with crisis response workers in a timely manner.

Action Plan:

Move to component of annual quality assurance.