

YOUTH OUTREACH AND FAMILY SUPPORT SERVICES - Program Plan April 1, 2016 – March 31, 2017		
Category	Findings (last Year: 2015-16)	Activities (Current Year 2016-17)
<p>1. Effectiveness: a. To reduce level of crisis and safety risk b. To increase knowledge of help available in the community c. To increase ability to consider options, find solutions, and make healthy choices (Target goal expectancy is 85% for all three measures)</p>	<p><u>Effectiveness Findings 2015-16:</u> Of the one hundred and thirty nine youth served, 97 were discharged from service during the year. Of these, 42 completed both pre-post surveys. Self-reporting by youth is as follows: a. Crisis or Safety Risk –Upon discharge 35 of 42 youth identified they felt a reduction in their level of crisis and therefore had an increased sense of safety; the remaining 7 youth did not identify as having a crisis/safety risk upon entry to services. b. Knowledge of Help Available and c. Ability to make healthy choices – Upon discharge 42 of 42 youth reported their knowledge of help available in the community and their ability to make healthy choices had increased. It is important going forward that all program staff continues to work towards achieving increased effectiveness measure response rates.</p>	<p><u>Effectiveness Activities 2016-17:</u> 1. Continue with efforts to increase self-reporting feedback of youth served at both mid-point and end of services. Target is 75% 2. Maintain achievement ratio targets to 85% in the coming fiscal year.</p>
<p>2. Efficiencies: To maintain Direct Service rates that meet the deliverables for both the Cranbrook and Kimberley contracts. 1. MCFD (Cranbrook contract) requires monthly total direct service hours average 316; IHA (Kimberley contract) requires monthly total direct service hours average 41</p>	<p><u>Efficiency Findings 2015-16:</u> The direct service hours reported was collected and recorded monthly by the Administrator of Youth & Children’s Services. At the end of the fiscal year these monthly totals are tallied and divided by 12 (months) to determine an annual monthly average. The annual monthly average is then tabulated as a percentage. The actual direct service hours of the MCFD contract was 298 or 94% of target; and the IHA contract was 41 or 100% of target A priority going forward will be to increase the direct service hours in the MCFD contract.</p>	<p><u>Efficiencies Activities 2016-17:</u> Diligently works towards achieving targeted direct service hour rates of 316 monthly for the MCFD contract and 41 monthly for the IHA contract.</p>
<p>3. Accessibility: To improve service utilization rates (Target from referral to time of intake 1-12 days)</p>	<p><u>Accessibility Findings 2015-16:</u> This target was not achieved as the average wait time (referral to intake) was reported at 15 days. Although the target was not met, it is encouraging to note the significant decrease in wait time for service over the past two years. This is a direct result of revisions made to program staff shift schedules, implemented to promote improved access to services. Additionally, procedures have been implemented, that see staff attending the home address or school on those occasions when telephone contact has not been successful after two attempts. The length of time, from referral to intake, makes the wait time appear lengthy despite the fact that contact is initiated by staff within 24 hours of receiving the referral. A contributing factor impacting wait times are that clients mandated to services (by MCFD) are often challenging to connect with to set up service.</p>	<p><u>Accessibility Findings 2016-17</u> Continue to monitor wait times targeting 1-12 days (referral to intake) to ensure service is delivered in a timely manner.</p>

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<p>4. Past-Participate Feedback: To maintain, monitor, and increase of possible past-participant feedback.</p>	<p><u>Past Participant Feedback Findings 2015-16:</u> Sixteen youth were readmitted to the program during the course of the fiscal year. The results indicated that after discharge these individuals felt they had benefited from the skill sets gained and, because of the skills and knowledge gained had prompted them to re-enter the program to further build on the skill sets learned. Going forward staff will continue to solicit past participant feedback from readmitted clients.</p>	<p>4. Past-Participant Activities 2016-17: Going forward, continue efforts to solicit and record past participant feedback from clients readmitted to the program as appropriate.</p>
<p>5. Satisfaction a. To maintain person served comfort levels with staff at 85% (minimum) b. To maintain stakeholder satisfaction levels with program responsiveness at 85% (minimum).</p>	<p>5. Satisfaction Findings 2015-16: Ninety-seven (97) youth were discharged from the program during the fiscal year. Forty-two (42) discharged youth responded to the satisfaction portion of the pre and post survey and of these all 42 indicated overall satisfaction with program services. Fifteen (15) stakeholder surveys were distributed and eleven (11) were returned. All were from referral agents. All eleven stakeholders indicated full satisfaction and provided extremely positive comments regarding staff responsiveness; rapport with clients; program flexibility and program service delivery.</p>	<p>5. Satisfaction Activities 2016-17: Continue to target client and stakeholder satisfaction ratios at a minimum of 85%.</p>
Category	Resources	Activities
<p>6. Administrative Objectives: Program Administrator will: a. monitor to ensure that all program staff will maintain client files and implement in accordance with the Share Vision database. b. monitor to ensure all program staff continues to maintain program training using Relias Learning. c. participate in a 6 month research project as requested by Centre for Addiction & Mental Health who is piloted a new screening tool (GAIN Assessment) to quickly identify issues and challenges in the following areas: Internalizing behaviors, Externalizing behaviours, substance misuse, crime and violence and eating disorders.</p>	<p>6. Administrative Objectives (Current Year 2015-16): a. Sharevision is up to date and congruent with Program Policy and Procedures and all client files are current. b. All staff is current with required Relias trainings. c. All new intakes completed the GAIN Assessment This tool has since incorporated as a standard component of the intake process.</p>	<p>6. Administrative Objectives 2016-17 a. Continue to monitor client files to ensure these are consistently meet established file standards. b. Monitor service delivery formats to include both group and one-to-one service delivery. c. Continue to implement a comprehensive marketing plan intended to maintain or increase client service numbers and group facilitation within the school districts.</p>