



Quality Assurance Management Committee Meeting 2023-2024 Annual Report Community Mental Health Services July 2024

Performance Outcome Measures Summary

The mission of Helping People Succeed is to transform lives by realizing potential, creating hope and building futures through education, counselling, training and employment. Helping People Succeed strives for a high level of consumer satisfaction and continuous quality improvement of services that are cost effective and have measurable outcomes.

The goal of the Children's Community Mental Health Program is to improve the functioning abilities of children with emotional and behavioral disorders. In accordance with the organization's mission statement, the outcomes management system measures the accomplishment of program objectives by measuring program performance in four key areas: access, effectiveness, efficiency, and satisfaction. With the ultimate goal of consumer satisfaction, our survey measures consumer satisfaction as to competence, integrity, reliability, timeliness, value, and courtesy of those providing services and the services themselves.

Percentage of each program objective is targeted at a specific percentage benchmark. Achievement is expressed as a percentage of attainment or average, which is reported for each objective.

Objective 1: To ensure timely access to services the length of time between admission and first service event should be no longer than 2 weeks

- **Results:** Average length of time between admission and first service event was 1.5 weeks.
⇒ Program objective was exceeded.

Objective 2: Average Length of Time between request for Psychiatric Evaluation and appointment scheduled should be no longer than 4 weeks.

- **Results:** Average wait time between request for psychiatric evaluation and appointment was 3.5 weeks.
⇒ Program objective was met.

Objective 3: 72% of children served will improve level of functioning as measured by a decrease of *CFARS.

- **Results:** 82% Children served improved Children's Functional Assessment Rating Score (CFARS).
⇒ Program objective was exceeded.

*As indicated by a drop of 1 or more points in overall CFARS score within current fiscal year

Objective 4: Children served average number of days spent in the community will be remain at 360.

- **Results:** 100% Children served spend average of 360 *days in the community.
⇒ Program objective was met.

* Number of days that the consumer was **NOT** in any of the following settings: jail, detention facility, crisis stabilization inpatient hospitalization for mental health or substance abuse reasons, mental health hospital, children's residential treatment centers, wilderness camp, homeless or runaway.

Objective 5: Average of 88% of school days available was attended by all children served.

- **Results:** Average 97% school days available attended.
⇒ Program objective was exceeded.

Objective 6: 100% of billing per year averaged no less than 8 units of service per client per month.

- **Results:** 100% of billing at the semi-annual mark averaged no less than 8 units of service per client per month.
⇒ Program objective was met.

Objective 7: 100% of the Targeted Case management staff will be certified wraparound facilitators by the end of the next fiscal year.

- **Results:** 67% of the Targeted Case management staff will are currently certified.
⇒ Program objective is on track to be completed by next fiscal year.

Objective 8: All Direct Service Staff will attend a minimum of 92% of all regularly scheduled supervision appointments.

- **Results:** Direct Service Staff attended 92% of all regularly scheduled supervision.
⇒ Program objective was met.

Objective 9: 98% Percent of consumers surveyed will be satisfied with access to services.

- **Results:** 98% of consumers were satisfied with access to services.
⇒ Program objective was met.