

# **ANIKA YOUTH SERVICES 2012 PERFORMANCE OUTCOMES REPORT**

---

## **Participant Demographics & Program Utilization**

Total Number Of Clients Served in 2012: 16

Number of New Admissions: 8

Average Age of Clients At Admission: 15

Number of Discharges: 4

Average Duration in Program for Clients Discharged in the Last Year: 24.75 months (2 years)

<b>Gender</b>	<b># Of Participants</b>	<b>Average Age Of Participants</b>
Female	12	16
Male	0	0

## **Cultural Background**

English Canadian	14
Barbadian	1
Nigerian	1
Other	0
<b>Total</b>	<b>16</b>

## **Specific Client Demographics**

Clients involved in Criminal Justice System	7
Clients with Mental Health Diagnosis	16
Clients with Substance Abuse Issues	4
Clients with a History of Self Harming Behaviours	7

## **Effectiveness, Efficiency & Access Results**

<b>Program Goals</b>	<b>Indicator</b>	<b>Applied To</b>	<b>Goal (Target)</b>	<b>Actual Results</b>	<b>Met or Exceeded Target</b>
<i>Effectiveness:</i> Increase the amount of days a client resides in a stable & Nurturing environment	% of days in a stable environment (% of days a clients is not AWOL)	All AYS clients	Greater than 90%	95%	✓
<i>Efficiency:</i> Maintain full occupancy in AYS beds	%of occupancy in AYS beds	All AYS beds (12)	Greater than 80%	93%	✓
<i>Access:</i> Minimize time from referral to admission	Time of referral to start of service	All New Clients	Less than 14 days	Average of 7 days	✓

### **Discussion & Action Plan**

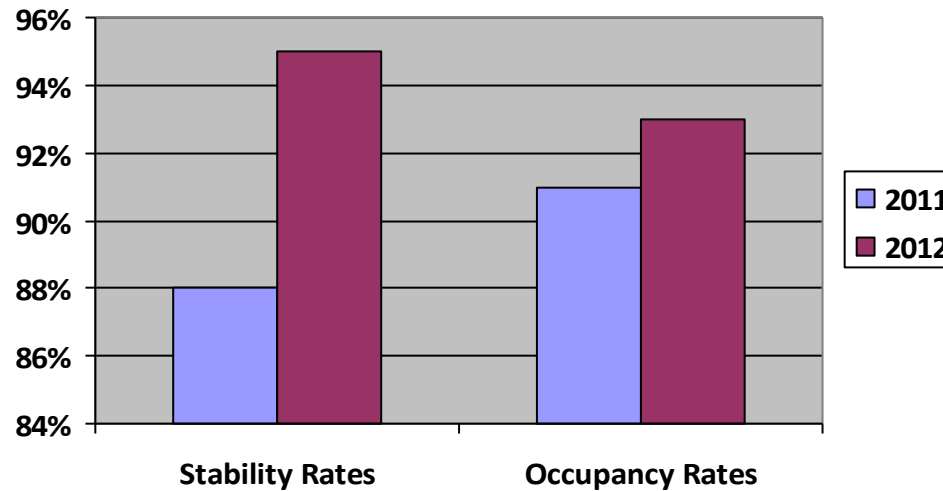
- All AYS efficiency, effectiveness, and access targets were met in 2012
- Stability rates increased from 2011 by 7%. Stability is measured by the number of days a clients is not AWOL. The decrease in AWOL rates could be attributed to an increase in AYS community outings, evening programming and more incentive based programs with a focus on returning home by curfew.
- Occupancy rates increased by 2% from 2011.
- The number of days from referral to start of service also decreased from an average of a 9 day wait time to a 7 day wait time.

<b>Strategies/Activities/Tasks</b>	<b>Responsibility</b>	<b>Timeline</b>
------------------------------------	-----------------------	-----------------

In 2013 a new program goal will be added that will address clients participation in day programing and school attendance	Directors	January 2013
Change the access measure to include when a bed is open in addition to the time of referral to start of service in order to account for the time when referrals come in before having an open bed	Directors	January 2013

**Multi-Year Outcome Trending**

**AYS Stability & Occupancy Rates 2011 & 2012**



**Feedback/Satisfaction Results & Action Plan**

<b>Categories of Measures</b>	<b>Indicator</b>	<b>Applied To</b> (Target Group)	<b>Time of Measure</b> (Design)	<b>Data Source</b> (Tool or Instrument)	<b>Obtained By</b> (Design)	<b>Goal</b> (Target or Benchmark)	<b>Actual Results</b>
<b>Client Feedback:</b> Clients feel that they are involved in daily decisions that affect their lives	% of clients that indicate feeling that they are involved in daily decisions that affect their lives	All AYS clients 12	Bi-Annually	Client Survey Tool Item # 2	Resource Coordinators	GT 90%	87.5% (Sample = 12)
Clients feel that they have built trusting relationships with AYS staff	% of clients that indicate that they have built trusting relationships with AYS staff	All AYS clients 12	Bi-Annually	Client Survey Tool Item # 6	Resource Coordinators	GT 95%	87.5% (Sample = 12)
Clients feel an increase in personal safety while living at AYS	% of clients that indicate that they feel an increase in personal safety while living at AYS	All AYS clients 12	Bi-Annually	Client Survey Tool Item # 7	Resource Coordinators	GT 90%	90% (Sample = 12)
<b>Stakeholder Feedback:</b> Stakeholders will indicate that the agency works to support the best interests of clients and the community	% of stakeholders that indicate that the agency works to support the best interests of clients and the community	Sample of stakeholders surveyed annually	Annually	Stakeholder Survey	AYS Directors	GT 90% respond "Yes"	100% (Sample = 30)
Stakeholders indicate that AYS is known for its integrity and ethical practices	% of stakeholders that indicate that AYS is known for its integrity and ethical practices	Sample of stakeholders surveyed annually	Annually	Stakeholder Survey	AYS Directors	GT 90% respond yes	76% answered yes 24% answered not sure (Sample=30)

Stakeholders indicate that AYS provides clients with a safe and nurturing environment	% stakeholders indicate that AYS provides clients with a safe and nurturing environment	Sample of stakeholders surveyed annually	Annually	Stakeholder Survey	AYS Directors	GT 90% respond yes	100% answered yes (Sample=30)
---	---	--	----------	--------------------	---------------	--------------------	-------------------------------

**Discussion & Action Plan for Feedback/Satisfaction (including Extenuating/Influencing Factors)**

- Three clients did not feel that they are involved in the daily decisions that affect their lives. In the future, AYS will include a comment section in the survey to gather more information.
- Three clients did not feel that they have built trusting relationships with AYS staff. This could be due to staff turnover, having multiple new clients, and the timing of when the surveys were distributed. Due to the number of new intakes and time of survey, clients may not have had enough time to build a strong rapport with staff. This will be addressed by distributing surveys on an annual basis instead of a biannual one. In addition, AYS will increase the amount of time spent on programming.
- The goal of clients feeling an increase in personal safety while living with AYS was met.
- 24% of stakeholders were unsure if AYS is known for its integrity and ethical practices. AYS has addressed this by distributing more stakeholder handbooks with information on the AYS code of ethics. AYS has also posted the code of ethics on their website.
- All the stakeholders felt that AYS provides clients with a safe and stable environment, and that AYS works to support the best interests of the clients and the community. The result for stakeholder feedback provides strong support for the agency’s efforts to partner and work in the best interests of the clients served. However, most of the sample size does not include family members, hence the plan for 2013 is to distribute more surveys to family members, and involve more stakeholders in AYS services.

	<b>Strategies/Activities/Tasks</b>	<b>Responsibility</b>	<b>Timeline</b>
<b>1</b>	Include a comment section in all youth surveys in 2013	Resource Coordinators	July 2013
<b>2</b>	Distribute surveys annually (every July) as opposed to distributing surveys biannually	Resource Coordinators (RC)	July 2013
<b>3</b>	Ensure that all houses conduct night time programming and encourage clients, include a family night twice a month	Residential Support Workers (RSW)	June 2013
<b>4</b>	Ensure that more family members receive stakeholder surveys	Directors	November 2013