SUBJECT: Child and Adolescent Services Program Evaluation Project 2009/2010 - BOH09027 (City Wide)

RECOMMENDATION:

That a formal evaluation of Child and Adolescent Services’ Quick Access Service, be undertaken and the cost be 100% funded through the Provincial grant, including the temporary increase in FTE.

EXECUTIVE SUMMARY:

Child and Adolescent Services (C&A) is an outpatient children’s mental health centre that is 100% funded by the Ministry of Children and Youth Services, The Youth Justice sector, and The Ministry of the Attorney General. C&A provides clinical assessment and treatment services to over 700 children and youth and their families living in the City of Hamilton.

In July 2007 C&A began a new service entitled “Quick Access”. This service allows new families to meet with a therapist on a walk in basis within days of referral. The focus is on orientation to the service, assessing priority and providing direction and intervention aimed at assisting the client(s) at the earliest stage possible. Clients also have the opportunity to consider other possible additional or alternative approaches to resolving their problems.
Our commitment in initiating a new service is to evaluate effectiveness in order to inform the decision about the continuation of the allocation of resources as well as to determine potential improvements or changes.

**BACKGROUND:**

Child and Adolescent Services (C&A) is an outpatient children’s mental health centre that is 100% funded by the Ministry of Children and Youth Services, The Youth Justice sector, and The Ministry of the Attorney General. C&A provides clinical assessment and treatment services to over 700 children and youth and their families living in the City of Hamilton.

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C&A is committed to outcome evaluation and service review. C&A has a history of evaluating client satisfaction as well as the effectiveness of programs. Effectiveness is measured through reporting of a reduction in mental health symptoms. For example, with the support of the Ministry of Children and Youth Services (MCYS), Contact Hamilton and Children’s Mental Health Ontario all referred clients receive a pre-treatment screening of presenting problems that allows clinical staff to track progress through post-evaluation. Results are reviewed annually by the C&A manager and reported back with any necessary amelioration measures to MCYS. The Quick Access Service requires a different evaluation process as it is a single session intervention rather than ongoing treatment.

In 2008/09, C&A received external funding of $10,000 from The Provincial Centre of Excellence for Child and Youth Health at The Children’s Hospital of Eastern Ontario (CHEO) in Ottawa. Evaluation grants were made available through the Centre of Excellence with the intention that funding would be used to facilitate program evaluation and to develop infrastructure supports for current and future outcome measurement initiatives. In this first phase, with assistance from CHEO, an evaluation template was developed with the long term goal of evaluating the effectiveness of the Quick Access service. Our template was submitted and accepted by CHEO in April of 2009.

In June 2009, C&A applied for $30,000 in further external funding in order to conduct a full evaluation of our Quick Access service (walk in clinic) using the template developed in 2008/09. On August 1, 2009, C&A received confirmation from CHEO that our grant proposal was accepted. This will be the second phase of the evaluation of Quick Access.
ANALYSIS/RATIONALE:

If approved by the Board of Health, the grant will be applied to backfill a Clinical Therapist who will be the primary lead in the project. Other associated costs include data entry and analysis as well as administration. All costs will be covered by the 100% external funding. Ethics approval will be obtained through McMaster University. Ongoing review and oversight of the project will be maintained by an internal C&A Quick Access Workgroup as well as through reporting and consultation with CHEO. Regular project updates will be provided to the Family Health Division and Public Health Services Management Teams.

The evaluation of Quick Access will assess whether the single session intervention of Quick Access improves parent ratings or for adolescents, self ratings of symptoms one month after the session. The evaluation will also explore client satisfaction and the impact of the intervention on hopefulness, coping skills, general self efficacy and parenting self efficacy and understanding of the problem. We will also look at the client’s perceptions of the service. Data from questionnaires will be input and their will be an analysis of findings as well as recommendations. Regular reports back to CHEO are required.

ALTERNATIVES FOR CONSIDERATION:

The Quick Access Service could continue without this evaluation; however, the value added by assessing effectiveness would be lost. The funding would have to be retuned to CHEO as it can not be redistributed to other programs or services.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

The external funding will be used to purchase a temporary (October 2009-April 2010) 0.6 FTE to backfill an existing staff. A portion of the external grant will also be allocated to data analysis and data entry as well as administrative costs.

<table>
<thead>
<tr>
<th>CHEO Budget</th>
<th>Budget</th>
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<tbody>
<tr>
<td>Temporary 0.6 FTE Backfill Clinical Therapist</td>
<td>$26,470</td>
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<tr>
<td>Purchase of service for data analysis</td>
<td>$3,000</td>
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<tr>
<td>Miscellaneous operating costs</td>
<td>$530</td>
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<td><strong>Total budget</strong></td>
<td><strong>$30,000</strong></td>
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<tr>
<td>Grant from CHEO 2008-2009</td>
<td>$10,000</td>
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<tr>
<td>Grant from CHEO 2009-2010</td>
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<tr>
<td><strong>Total external funding 2008-2010</strong></td>
<td><strong>$40,000</strong></td>
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<tr>
<td><strong>Net budget impact</strong></td>
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¹ CHEO budget cycle is October - April
POLICIES AFFECTING PROPOSAL:

The Ministry of Children and Youth Services encourages program and service evaluations as a method to ensure accountability and effectiveness. It is a standard of Children’s Mental Health Ontario Accreditation that programs and services are reviewed and evaluated. Administration of the grant and hiring of temporary staff will be done in compliance with all City policies and the CUPE collective agreement.

RELEVANT CONSULTATION:

The Memorandum of Agreement from the Provincial Centre of Excellence at The Children’s Hospital of Eastern Ontario was reviewed by the Manager of Child and Adolescent Services, the Family Health Division Director and was signed off by the Medical Officer of Health. Finance and administration has also been consulted in regard to the cost allocations and administration. Consultations with the Centre of Excellence have occurred at the application stage and will continue throughout the evaluation process. The C&A Quick Access Workgroup will have an ongoing role in overseeing the evaluation process.

CITY STRATEGIC COMMITMENT:

By evaluating the “Triple Bottom Line”, (community, environment, economic implications) we can make choices that create value across all three bottom lines, moving us closer to our vision for a sustainable community, and Provincial interests.

Community Well-Being is enhanced. ☑ Yes ☐ No
The public are involved in the definition and development of local solutions.

Environmental Well-Being is enhanced. ☐ Yes ☑ No

Economic Well-Being is enhanced. ☑ Yes ☐ No
A skilled, innovative and diverse workforce is attracted and retained.

Does the option you are recommending create value across all three bottom lines? ☐ Yes ☑ No

Do the options you are recommending make Hamilton a City of choice for high performance public servants? ☑ Yes ☐ No
Life-long learning is supported.