

# Schedule D – Outcomes architecture and performance roadmap

Draft: November 2022

## Low Barrier Short Term Stabilization Care

### Exhibit D1

#### Intended Outcomes Architecture

The below Intended Outcomes and Indicators are all equally important in weight and are interdependent and in no order:

Intended Outcomes				
1	2	3	4	5
Crisis is mitigated and/or improved stability and wellbeing for child/youth	Children/youth experience safety and improved wellbeing	Child/youth's attachment and emotional ties to family and other supportive relationships is improved	Child/youth is able to move or return to a stable living environment at discharge from Low-Barrier Short-Term Stabilization Care	Child/youth and family have supports in place for continued stabilization upon discharge
Indicators				
<p>A. Day-to-day functioning of the child/youth is improved</p> <p>B. Child/youth believes/assesses the crisis is improved</p>	A. Improved experience of day-to-day wellbeing for child/youth	<p>A. Self-assessed quality of relationships with caregiver extended family and community is maintained or increased</p> <p>B. Self-reported feelings of belonging, positive relationships and attachment</p>	<p>A. Child/youth returns home</p> <p>B. Child/youth transition to a stable alternative living arrangement</p>	A. (Re)connection to community supports and services
<b>Service Provider Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint	<b>Service Provider Accountability:</b> N/A	<b>Service Provider Accountability:</b> Joint

<b>Ministry Accountability:</b> Joint	<b>Ministry Accountability:</b> Joint	<b>Ministry Accountability:</b> Joint	<b>Ministry Accountability:</b> Yes	<b>Ministry Accountability:</b> Joint
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## Exhibit D2

### Detailed Performance Standards

#### Overview

1. Exhibit D2 (Detailed Performance Standards) sets out a path to measure the achievement of each of the Intended Outcomes by setting out the following details in respect of the Performance Standards (as applicable):
  - (a) Performance Standard;
  - (b) Description;
  - (c) Calculation;
  - (d) Target;
  - (e) Tolerance / Acceptable Quality Limit (TOL/AQL);
  - (f) Emergent Flag;
  - (g) Child/Youth Response Flag;
  - (h) Data Source;
  - (i) How Data is Collected;
  - (j) Data Input Responsibility;
  - (k) Frequency of Review;
  - (l) Frequency of Reporting;
  - (m) Expected Outcome of the Data
  - (n) Effective Start Date;
  - (o) Inclusions;
  - (p) Exclusions;
  - (q) Conditions;
  - (r) Question in the SHSS Service Plan (if applicable); and
  - (s) Calculation Example.

The Performance Standard and Description for the Intended Outcomes and Indicators are set out in the following table:

Indicator	Performance Standard	Description
<b>Intended Outcome #1:</b> Crisis is mitigated and/or improved stability and wellbeing for child/youth		
<b>Indicator A:</b> Day-to-day functioning of the child/youth is improved	1. Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the Goals and Strategies in the SHSS Service Plan are helpful to them.
	2. Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met and/or strategies were re-evaluated	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
<b>Indicator B:</b> Child/youth believes/assesses the crisis is improved	3. Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their safety.
	4. Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.
<b>Intended Outcome #2:</b> Children/youth experience safety and improved wellbeing		
<b>Indicator A:</b> Improved experience of day-to-day wellbeing for child/youth	5. Service Provider completes SHSS Service Plan including (all) Goals and measurable Strategies to progress toward Goals	Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.
	6. Service Provider updates child's/youth's reported participation in activities	Completion of SHSS Service Plan with records of the child/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.

	<p>7. Service Provider updates Daily Log within SHSS Service Plan with day-to-day care for seamless communication between staff</p>	<p>Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.</p>
	<p>8. Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellbeing Goals were met and/or strategies were re-evaluated</p>	<p>After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.</p>
	<p>9. Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their safety.</p>
	<p>10. Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS.</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.</p>
<p><b>Intended Outcome #3:</b> Child's/youth's attachment and emotional ties to family and other supportive relationships is improved</p>		
<p><b>Indicator A:</b> Self-assessed quality of relationships with caregiver extended family and community is maintained or increased</p>	<p>11. Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals were met and/or strategies were re-evaluated</p>	<p>The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable.</p>
	<p>12. Service Provider convenes Care Circle to develop, document and update Goal progress and strategies in SHSS Service Plan</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the Care Circle is actively engaged in the development and progression of Goals and Strategies.</p>
	<p>13. Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.</p>

	14. Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource)	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if they have a say in their home.
	15. Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their opportunity to connect with family, community and important people in their life.
<b>Indicator B:</b> Self-reported feelings of belonging, positive relationship and attachment	16. Children/youth residing at the SHSS indicate that they felt connected to their family, community, and important people in their life while living at the SHSS resource	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their connection to family, community and important people in their life.
	17. Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-evaluated	Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-evaluated
<b>Intended Outcome #4:</b> Child/youth is able to move or return to a stable living environment at discharge from Low-Barrier Short-Term Stabilization Care		
There are no Performance Standards associated with this Intended Outcome		
<b>Intended Outcome #5:</b> Child/youth and family have supports in place for continued stabilization upon discharge		
<b>Indicator A:</b> (Re)connection to community supports and services	18. If the Service Provider reports, as directed by the Clinical Counsellor and Behavioural Therapist, that the child/youth is stable enough to begin transition planning (i.e., the child/youth is in the second of the Phases of Service): The child/youth rates their perception of their confidence and preparation for their upcoming transition	After convening the Care Circle to determine Transition readiness, the Service Provider records the child's/youth's rating of their perception of their confidence and preparation for their upcoming transition.

	<p>19. If the Service Provider reports, as directed by the Clinical Counsellor and Behavioural Therapist, that the child/youth is stable enough to begin transition planning (i.e., the child/youth is in the second of the Phases of Service): The Care Circle rates their perception of the child's/youth's preparation for their upcoming transition</p>	<p>After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circles perception of readiness in the SHSS Service Plan.</p>
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The following tables below provide further context including Targets, calculations, calculation examples and for the Performance Standards.

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**Intended Outcome #1: Crisis is mitigated and/or improved stability and wellbeing for child/youth**

**Indicator A:** Crisis is mitigated and/or improved stability and wellbeing for child/youth

<b>Performance Standard #1:</b> Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the Goals and Strategies in the SHSS Service Plan are helpful to them.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the Goals and Strategies in their SHSS Service Plan are helpful to you?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #1: Crisis is mitigated and/or improved stability and wellbeing for child/youth**

**Indicator A:** Crisis is mitigated and/or improved stability and wellbeing for child/youth

<b>Performance Standard #2:</b> Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met and/or strategies were re-assessed	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Within 72 hours of admission and Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.



**Intended Outcome #1: Crisis is mitigated and/or improved stability and wellbeing for child/youth**

**Indicator B:** Child/youth believe/assess the crisis is improved

<b>Performance Standard #3:</b> Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their safety.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD home visit WITHIN 24 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel safe living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #1: Crisis is mitigated and/or improved stability and wellbeing for child/youth**

**Indicator B:** Child/youth believe/assess the crisis is improved

<b>Performance Standard #4:</b> Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	Before the child/youth is stable enough to begin transition planning: 3 After the child/youth is stable enough to begin transition planning: 4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Has your wellbeing improved since moving into [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #5:</b> Service Provider completes SHSS Service Plan, including (all) Goals and measurable Strategies to progress toward Goals	
Description	Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Within 72 hours of admission and Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #6: Service Provider updates child's reported participation in activities</b>	
Description	Completion of SHSS Service Plan with records of the child's/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Weekly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 weeks / 4 possible weeks = 75%

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #7: Service Provider updates Daily Log within SHSS Service Plan with day-to-day care for seamless communication between staff</b>	
Description	Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Daily
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 27 days / 30 possible days = 90%

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #8:</b> Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellbeing Goals were met and/or strategies were re-assessed	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Within 72 hours of admission and Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #9:</b> Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their safety.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD home visit WITHIN 24 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel safe living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #10:</b> Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS.	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	Before the child/youth is stable enough to begin transition planning: 3 After the child/youth is stable enough to begin transition planning: 4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Has your wellbeing improved since moving into [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.



**Intended Outcome #3: Child/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Self-assessed quality of relationships with caregiver extended family, community is maintained or increased

<b>Performance Standard #11:</b> Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals were met and/or strategies were re-assessed	
Description	The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Within 72 hours of admission and Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #3: Child/youth’s attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Self-assessed quality of relationships with caregiver extended family, community is maintained or increased

<b>Performance Standard #12: Service Provider convenes Care Circle to develop, document and update community inclusion Goal progress and strategies in SHSS Service Plan</b>	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the Care Circle is actively engaged in the development and progression of Goals and Strategies.
Calculation	# times updated / # of times expected
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Within 72 hours of admission and Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 11 months / 12 expected months = 92%

**Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Self-assessed quality of relationships with caregiver extended family and community is maintained or increased

<b>Performance Standard #13:</b> Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	Before the child/youth is stable enough to begin transition planning: 3 After the child/youth is stable enough to begin transition planning: 4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the adults at [name of resource] are there to listen to you when you need someone to talk to?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #3: Child/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Self-assessed quality of relationships with caregiver extended family and community is maintained or increased

<b>Performance Standard #14: Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource)</b>	
Description	N/A
Calculation	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.
Target	5
Tolerance	Before the child/youth is stable enough to begin transition planning: 3 After the child/youth is stable enough to begin transition planning: 4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like you have a say at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #3: Child/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Self-assessed quality of relationships with caregiver extended family and community is maintained or increased

<b>Performance Standard #15:</b> Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their opportunity to connect with family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	Before the child/youth is stable enough to begin transition planning: 3 After the child/youth is stable enough to begin transition planning: 4
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you had opportunities to feel connected to your family, community, and important people in your life while living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator B:** Self reported feelings of belonging, positive relationship and attachment

<b>Performance Standard #16:</b> Children/youth residing at the SHSS indicate that they felt connected to their family, community, and important people in their life while living at the SHSS resource	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of child's/youth's progress and experience. The child/youth rates their perception of their connection to family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	Before the child/youth is stable enough to begin transition planning: 2 After the child/youth is stable enough to begin transition planning: 3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you felt connected to your family, community, and important people in your life while living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved**

**Indicator B:** Self-reported feelings of belonging, positive relationship and attachment

<b>Performance Standard #17:</b> Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-assessed	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Within 72 hours of admission and Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #5: Child/youth and family have supports in place for continued stabilization upon discharge**

**Indicator B:** (Re)connection to community supports and services

<b>Performance Standard #18:</b> If the Service Provider reports, as directed by the Clinical Counsellor and Behavioural Therapist, that the child/youth is stable enough to begin transition planning (i.e., the child/youth is in the second of the Phases of Service): The child/youth rates their perception of their confidence and preparation for their upcoming transition	
Description	After convening the Care Circle to determine Transition readiness, the Service Provider records the child's/youth's rating of their perception of their confidence and preparation for their upcoming transition.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Dropdown menu
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel confident and prepared for your transition? [Scale of 1-5, text field]</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.



**Intended Outcome #5: Child/youth and family have supports in place for continued stabilization upon discharge**

**Indicator B:** (Re)connection to community supports and services

<b>Performance Standard #19:</b> If the Service Provider reports, as directed by the Clinical Counsellor and Behavioural Therapist, that the child/youth is stable enough to begin transition planning (i.e., the child/youth is in the second of the Phases of Service): The Care Circle rates their perception of the child/youth's preparation for their upcoming transition	
Description	After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circle's perception of readiness in the SHSS Service Plan.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Dropdown menu
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Care Circle is asked to rate if the child is prepared for their transition.</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

# Emergency Care

## Exhibit D1

### Intended Outcomes Architecture

The below Intended Outcomes and Indicators are all equally important in weight and are interdependent and in no order:

Intended Outcomes					
1	Child/youth moves to a 'right fit' living arrangement or placement	2	Children/youth experience safety and improved wellbeing	3	Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.
Indicators					
A. Decrease placement breakdown or unplanned moves post-emergency placement	A. Improved experience of day-to-day wellbeing for child/youth	A. Family, sibling, community and other meaningful contacts are facilitated and supported during the child's/youth's stay as per their plan (increase to positive relationships)		B. Movement from Emergency Care placement to Out of Care (OOC) or return to family	
<b>Service Provider Accountability:</b> Joint <b>Ministry Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint <b>Ministry Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint <b>Ministry Accountability:</b> Joint		<b>Service Provider Accountability:</b> Joint <b>Ministry Accountability:</b> Joint	

## Exhibit D2

### Detailed Performance Standards

#### Overview

1. Exhibit D2 (Detailed Performance Standards) sets out a path to measure the achievement of each of the Intended Outcomes, by setting out the following details in respect of the Performance Standards (as applicable):
  - a. Performance Standard;
  - b. Description;
  - c. Calculation;
  - d. Target;
  - e. Tolerance / Acceptable Quality Limit (TOL/AQL);
  - f. Emergent Flag;
  - g. Child/Youth Response Flag;
  - h. Data Source;
  - i. How Data is Collected;
  - j. Data Input Responsibility;
  - k. Frequency of Review;
  - l. Frequency of Reporting;
  - m. Expected Outcome of the Data
  - n. Effective Start Date;
  - o. Inclusions;
  - p. Exclusions;
  - q. Conditions;
  - r. Question in the SHSS Service Plan (if applicable); and
  - s. Calculation Example.
2. Bi-Monthly means twice per month
3. The Performance Standard and Description for the Intended Outcomes and Indicators are set out in the following table:

Indicator	Performance Standard	Description
<b>Intended Outcome #1:</b> Child/youth moves to a 'right fit' living arrangement or placement		

<p><b>Indicator A:</b> Decrease placement breakdown or unplanned moves post-emergency placement</p>	<p>1. The Service Provider provides information via the SHSS Service Plan to inform the child's/youth's right-fit placement</p>	<p>The Service Provider completes the SHSS Service Plan at the specified intervals.</p>
<p><b>Intended Outcome #2:</b> Children/youth experience safety and improved wellbeing</p>		
<p><b>Indicator A:</b> Improved experience of day-to-day wellbeing for child/youth</p>	<p>2. Service Provider completes SHSS Service Plan including (all) Goals and measurable Strategies to progress toward Goals</p>	<p>Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.</p>
	<p>3. Service Provider updates child's reported participation in activities</p>	<p>Completion of SHSS Service Plan with records of the child's/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.</p>
	<p>4. Service Provider updates Daily Log within SHSS Service Plan with day-to-day care for seamless communication between staff</p>	<p>Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.</p>
	<p>5. Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellness Goals were met and/or strategies were re-evaluated</p>	<p>After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.</p>
	<p>6. Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-evaluated</p>	<p>After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.</p>
	<p>7. Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met and/or strategies were re-evaluated</p>	<p>After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.</p>

	8. Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the Goals and Strategies in the SHSS Service Plan are helpful to them.
	9. Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child rates their perception of their safety.
	10. Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.
	11. Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.
	12. Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource).	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if they have a say in their home.
	13. The child/youth rates their perception of their confidence and preparation for their upcoming transition	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their confidence and preparation for their upcoming transition.
	14. The Care Circle rates their perception of the child's/youth's preparation for their upcoming transition	After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circles perception of readiness in the SHSS Service Plan.
<b>Intended Outcome #3:</b> Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.		
<b>Indicator A:</b> Family, sibling, community and other meaningful contacts are facilitated and supported during	15. Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals	The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable

the child's/youth's stay as per their plan (increase to positive relationships)	were met and/or strategies were re-evaluated	
	16. Service Provider convenes Care Circle to develop, document and update Goal progress and strategies in SHSS Service Plan	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the Care Circle is actively engaged in the development and progression of Goals and Strategies.
	17. Children/youth residing at the SHSS indicate that they felt connected to their family, community, and important people in their life while living at the SHSS resource.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their connection to family, community and important people in their life.
	18. Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their opportunity to connect with family, community and important people in their life.
<b>Indicator B:</b> Movement from Emergency Care placement to Out of Care (OOC) or return to family	There are no Performance Standards associated with this Indicator.	

The following tables below provide further context including Targets, calculations, calculation examples and for the Performance Standards.

**Intended Outcome #1: Child/youth moves to a ‘right fit’ living arrangement or placement**

**Indicator A:** Decrease placement breakdown or unplanned moves post-emergency placement

<b>Performance Standard #1: The Service Provider provides information via the SHSS Service Plan to inform the child’s/youth’s right-fit placement</b>	
Description	The Service Provider completes the SHSS Service Plan at the specified intervals.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #2:</b> Service Provider completes SHSS Service Plan including (all) Goals and measurable Strategies to progress toward Goals	
Description	Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%



**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #3: Service Provider updates child's reported participation in activities</b>	
Description	Completion of SHSS Service Plan with records of the child's/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #4: Service Provider updates Daily Log within SHSS Service Plan with day-to day care for seamless communication between staff</b>	
Description	Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Daily
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #5:</b> Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellness Goals were met and/or strategies were re-evaluated	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #6:</b> Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-evaluated	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #7:</b> Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met and/or strategies were re-evaluated	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #8:</b> Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the Goals and Strategies in the SHSS Service Plan are helpful to them.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the Goals and Strategies in their SHSS Service Plan are helpful to you?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #9:</b> Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of child's/youth's progress and experience. The child/youth rates their perception of their safety.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD home visit WITHIN 24 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel safe living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #10:</b> Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Has your wellbeing improved since moving into [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3



**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #11:</b> Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the adults at [name of resource] are there to listen to you when you need someone to talk to?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #12:</b> Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource).	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if they have a say in their home.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like you have a say at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #13:</b> The child/youth rates their perception of their confidence and preparation for their upcoming transition	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their confidence and preparation for their upcoming transition.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel confident and prepared for your transition?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3

**Intended Outcome #2: Children/youth experience safety and improved wellbeing**

**Indicator A:** Improved experience of day-to-day wellbeing for child/youth

<b>Performance Standard #14:</b> The Care Circle rates their perception of the child's/youth's preparation for their upcoming transition	
Description	After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circles perception of readiness in the SHSS Service Plan.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Care Circle is asked to rate if the child is prepared for their transition.</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3

**Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Family, sibling, community and other meaningful contacts are facilitated and supported during the child's/youth's stay as per their plan (increase to positive relationships)

<b>Performance Standard #15:</b> Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals were met and/or strategies were re-evaluated	
Description	The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #3:** Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.

**Indicator A:** Family, sibling, community and other meaningful contacts are facilitated and supported during the child's/youth's stay as per their plan (increase to positive relationships)

<b>Performance Standard #16: Service Provider convenes Care Circle to develop, document and update Goal progress and strategies in SHSS Service Plan</b>	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the care circle is actively engaged in the development and progression of Goals and Strategies.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Family, sibling, community and other meaningful contacts are facilitated and supported during the child's/youth's stay as per their plan (increase to positive relationships)

<b>Performance Standard #17: Children/youth residing at the SHSS indicate that they felt connected to their family, community and important people in their life</b>	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of their connection with family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you had opportunities to feel connected to your family, community, and important people in your life while living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3

**Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Family, sibling, community and other meaningful contacts are facilitated and supported during the child's/youth's stay as per their plan (increase to positive relationships)

<b>Performance Standard #18:</b> Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of their opportunity to connect with family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Bi-monthly and at discharge
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you had opportunities to feel connected to your family, community, and important people in your life while living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3



# Long-Term Specialized Care

## Exhibit D1

### Intended Outcomes Architecture

The below Intended Outcomes and Indicators are all equally important in weight and are interdependent and in no order:

Intended Outcomes				
1	2	3	4	5
Progress towards child's/youth's Goals for community inclusion	Placement stability for child/youth	Children/youth with significant support needs experience improved transitions to adult care system	Children/youth experience safety and improved wellbeing	Child's/youth's attachment and emotional ties to family and other supportive relationships is improved
Indicators				
<p>A. Child/youth participates in activities that are meaningful to them and/or improved participation in community/culture in alignment with their Goals</p> <p>B. Progress towards child's/youth's developmental Goals (Cognitive, Behavioural, Physical)</p>	<p>A. No unplanned living disruptions for children/youth in a 12-month period</p> <p>B. Consistent SHSS caregivers (staff turnover of less than 10% that year)</p> <p>C. Children and youth have strong, caring relationships with their SHSS caregiver(s)</p>	<p>A. Children/youth report feeling confident and prepared for their transition (e.g., having meaningful connections)</p>	<p>A. Progress towards identified Goals for social emotional and day-to-day wellbeing</p> <p>B. Child/youth wellbeing and emotional mental health is maintained or increased</p>	<p>A. Self-reported feelings of belonging, positive relationship, and progress toward cultural attachment and connectedness Goals</p> <p>B. Active encouragement and work towards "growing the circle" (e.g., family, home visits, other supportive relationships, and</p>

				community/cultural engagement)
<b>Service Provider Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint	<b>Service Provider Accountability:</b> Joint
<b>Ministry Accountability:</b> Joint	<b>Ministry Accountability:</b> Joint	<b>Ministry Accountability:</b> Joint	<b>Ministry Accountability:</b> Joint	<b>Ministry Accountability:</b> Joint

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## Exhibit D2

### Detailed Performance Standards

#### Overview

1. Exhibit D2 (Detailed Performance Standards) sets out a path to measure the achievement of each of the Intended Outcomes, by setting out the following details in respect of the Performance Standards (as applicable):
  - (a) Performance Standard;
  - (b) Description;
  - (c) Calculation;
  - (d) Target;
  - (e) Tolerance / Acceptable Quality Limit (TOL/AQL);
  - (f) Emergent Flag;
  - (g) Child/Youth Response Flag;
  - (h) Data Source;
  - (i) How Data is Collected;
  - (j) Data Input Responsibility;
  - (k) Frequency of Review;
  - (l) Frequency of Reporting;
  - (m) Expected Outcome of the Data
  - (n) Effective Start Date;
  - (o) Inclusions;
  - (p) Exclusions;
  - (q) Conditions;
  - (r) Question in the SHSS Service Plan (if applicable); and
  - (s) Calculation Example.

2. The Performance Standard and Description for the Intended Outcomes and Indicators are set out in the following table:

Indicator	Performance Standard	Description	
<b>Intended Outcome #1:</b> Progress towards child's/youth's Goals for community inclusion			
<b>Indicator A:</b> Child/youth participates in activities that are meaningful to them and/or improved participation in community/culture in alignment with their Goals	1. Service Provider completes SHSS Service Plan including (all) Goals and measurable Strategies to progress toward Goals	Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.	
	2. Service Provider updates child's reported participation in activities	Completion of SHSS Service Plan with records of the child's/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.	
	3. Service Provider updates Daily Log within SHSS Service Plan with day-to-day care for seamless communication between staff	Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.	
<b>Indicator B:</b> Progress towards child's/youth's developmental Goals (Cognitive, Behavioural, Physical)	4. Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-assessed	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.	
	5. Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.	

	and/or strategies were re-assessed		
	6. Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the Goals and Strategies in the SHSS Service Plan are helpful to them.	
<b>Intended Outcome #2:</b> Placement stability for child/youth			
<b>Indicator A:</b> No unplanned living disruptions for children/youth in a 12-month period	7. No unplanned living disruptions for children/youth in a 12-month period	Data Field entry to capture the child's/youth's (un)planned move(s) and whether the child/youth was successfully returned home/originating placement.	
<b>Indicator B:</b> Consistent SHSS caregivers (staff turnover of less than 10% that year)	8. SHSS declares a Direct to Child/Youth Staff turnover rate of less than 10% in a 1-year period	SHSS submits reports detailing their active staff and provides evidence that the staff caring for children/youth at a specific SHSS site have not changed significantly.	
<b>Indicator C:</b> Children and youth have strong, caring relationships with their SHSS caregiver(s)	9. Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.	
	10. Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource).	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if they have a say in their home.	
<b>Intended Outcome #3:</b> Children/youth with significant support needs (inclusive of behavioural, mental health, substance use challenges) experience improved transitions to adult care system			

<p><b>Indicator A:</b> Children/youth report feeling confident and prepared for their transition (e.g., having meaningful connections)</p>	<p>11. The child/youth rates their perception of their confidence and preparation for their upcoming transition. The Care Circle rates their perception of if the resource is providing opportunities to acquire skills that are aligned with the Transition Out Plan. The Care Circle rates their perception of the child's/youth's preparation for their upcoming transition.</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience, including prior to their transition. The child/youth rates their perception of their confidence and preparation for their upcoming transition. After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circle's perception of if the resource is providing opportunities for the child/youth to acquire skills aligned with their Transition Out Plan in the SHSS Service Plan. After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circles perception of readiness in the SHSS Service Plan.</p>	
	<p>12. The Care Circle rates their perception of if the resource is providing opportunities to acquire skills that are aligned with the Transition Out Plan.</p>	<p>After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circles perception of if the resource is providing opportunities for the child/youth to acquire skills aligned with their Transition Out Plan in the SHSS Service Plan.</p>	
<p><b>Intended Outcome #4:</b> Children/youth experience safety and improved wellbeing</p>			
<p><b>Indicator A:</b> Progress towards identified Goals for social emotional and day-to-day wellness</p>	<p>13. Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellness Goals were met and/or strategies were re-assessed.</p>	<p>After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.</p>	
<p><b>Indicator B:</b> Child/youth wellness and emotional mental</p>	<p>14. Children/youth residing at the SHSS indicate that they feel safe living at</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience.</p>	

<p>health is maintained or increased</p>	<p>their home (SHSS resource).</p>	<p>The child/youth rates their perception of their safety.</p>	
	<p>15. Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS.</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.</p>	
	<p>16. Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to.</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.</p>	
	<p>17. Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource).</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if they have a say in their home.</p>	
<p><b>Intended Outcome #5:</b> Child's/youth's attachment and emotional ties to family and other supportive relationships is improved</p>			
<p><b>Indicator A:</b> Self-reported feelings of belonging, positive relationship, and progress toward cultural attachment and connectedness Goals</p>	<p>18. Children/youth residing at the SHSS indicate that they felt connected to their family, community, and important people in their life while living at the SHSS resource.</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their connection to family, community and important people in their life.</p>	
	<p>19. Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals were met and/or strategies were re-assessed</p>	<p>The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable</p>	

<p><b>Indicator B:</b> Active encouragement and work towards “growing the circle” (e.g., family, home visits, other supportive relationships, and community/cultural engagement)</p>	<p>20. Service Provider convenes Care Circle to develop, document and update Goal progress and strategies in SHSS Service Plan - MUST INCLUDE GUARDAN</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the Care Circle is actively engaged in the development and progression of Goals and Strategies.</p>	
	<p>21. Service Provider convenes Care Circle to develop, document and update Goal progress and strategies in SHSS Service Plan - MUST INCLUDE ENTIRE CIRCLE</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the Care Circle is actively engaged in the development and progression of Goals and Strategies</p>	
	<p>22. Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life</p>	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their opportunity to connect with family, community and important people in their life.</p>	



The following tables below provide further context including Targets, calculations, calculation examples and for the Performance Standards.

**Intended Outcome #1: Progress towards child’s/youth’s Goals for community inclusion**

**Indicator A:** Child/youth participates in activities that are meaningful to them and/or improved participation in community/culture in alignment with their Goals

<b>Performance Standard #1: Service Provider completes SHSS Service Plan including (all) Goals and measurable Strategies to progress toward Goals</b>	
Description	Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Quarterly
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #1: Progress towards child's/youth's Goals for community inclusion**

**Indicator A:** Child/youth participates in activities that are meaningful to them and/or improved participation in community/culture in alignment with their Goals

<b>Performance Standard #2: Service Provider updates child's/youth's reported participation in activities</b>	
Description	Completion of SHSS Service Plan with records of the child's/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly
Reporting Frequency	Weekly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 weeks / 4 possible weeks = 75%

**Intended Outcome #1: Progress towards child's/youth's Goals for community inclusion**

**Indicator A:** Child/youth participates in activities that are meaningful to them and/or improved participation in community/culture in alignment with their Goals

<b>Performance Standard #3: Service Provider updates Daily Log within SHSS Service Plan with day-to-day care for seamless communication between staff</b>	
Description	Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly
Reporting Frequency	Daily
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 27 days / 30 possible days = 90%

**Intended Outcome #1: Progress towards child's/youth's Goals for community inclusion**

**Indicator B:** Progress towards child's/youth's developmental Goals (Cognitive, Behavioural, Physical)

<b>Performance Standard #4: Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-assessed</b>	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Quarterly (or monthly as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care

Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #1: Progress towards child’s/youth’s Goals for community inclusion**

**Indicator B:** Progress towards child’s/youth’s developmental Goals (Cognitive, Behavioural, Physical)

<b>Performance Standard #5:</b> Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met and/or strategies were re-assessed	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Quarterly (or monthly as needed)

Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #1: Progress towards child's/youth's Goals for community inclusion**

**Indicator B:** Progress towards child's/youth's developmental Goals (Cognitive, Behavioural, Physical)

<b>Performance Standard #6:</b> Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the Goals and Strategies in the SHSS Service Plan are helpful to them.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)

Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the Goals and Strategies in their SHSS Service Plan are helpful to you?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #2: Placement stability for child/youth**

**Indicator A:** No unplanned living disruptions for children/youth in a 12-month period

<b>Performance Standard #7: No unplanned living disruptions for children/youth in a 12-month period</b>	
Description	ICM Data Field entry to capture the child's/youth's (un)planned move(s) and whether the child/youth was successfully returned home/originating placement.
Calculation	Number of unplanned living disruptions
Target	0
Tolerance	0
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	Administrative data via ICM system
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Annually
Reporting Frequency	Annually

Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	1 unplanned living interruption = 1

**Intended Outcome #2: Placement stability for child/youth**

**Indicator B:** Consistent SHSS caregivers

<b>Performance Standard #8:</b> SHSS declares a Direct to Child/Youth Staff turnover rate of less than 10% in a 1-year period	
Description	SHSS submits reports detailing their active staff and provides evidence that the staff caring for children/youth at a specific SHSS site have not changed significantly.
Calculation	# Direct to Child/Youth Staff who left / average # of Direct to Child/Youth Staff over year
Target	N/A
Tolerance	10%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	Reports submitted by SHSS via the IMIT system
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Annually
Reporting Frequency	Annually
Expected Outcome of the Data	If missed, MCFD check-in



Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	1 Direct to Child/Youth Staff / 10 staff = 10%

**Intended Outcome #2: Placement stability for child/youth**

**Indicator C:** Children and youth have strong, caring relationships with their SHSS caregiver(s)

<b>Performance Standard #9:</b> Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SSHS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS

Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the adults at [name of resource] are there to listen to you when you need someone to talk to?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #2: Placement stability for child/youth**

**Indicator C:** Children and youth have strong, caring relationships with their SHSS caregiver(s)

<b>Performance Standard #10:</b> Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource)	
Description	N/A
Calculation	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT

Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like you have a say at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #3: Children/youth with significant support needs**  
**(inclusive of behavioural, mental health, substance use challenges)**  
**experience improved transitions to adult care system**

**Indicator A:** Children/youth report feeling confident and prepared for their transition (e.g., having meaningful connections)

<b>Performance Standard #11:</b>	
The child/youth rates their perception of their confidence and preparation for their upcoming transition.	
The Care Circle rates their perception of if the resource is providing opportunities to acquire skills that are aligned with the Transition Out Plan.	
The Care Circle rates their perception of the child's/youth's preparation for their upcoming transition.	
Description	<p>Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience, including prior to their transition. The child/youth rates their perception of their confidence and preparation for their upcoming transition.</p> <p>After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circles perception of if the resource is providing opportunities for the child/youth to acquire skills aligned with their Transition Out Plan in the SHSS Service Plan.</p> <p>After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circles perception of readiness in the SHSS Service Plan.</p>

Calculation	Average of all three measures Score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	Ages 14-17: 1 Age 17+: 3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Annually
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	Youth is 14 years old (note, LTSC only)
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<p><i>Do you feel confident and prepared for your transition?</i></p> <p>Care Circle is asked to rate if the resource is providing opportunities for the child/youth to acquire skills aligned with their Transition Out Plan in the SHSS Service Plan.</p> <p>Care Circle is asked to rate if the child/youth is prepared for their transition.</p>
Calculation Example	At a two- bed resource, child and Care Circle rate 4, 4 and 3 to the questions, respectively. The other child and Care Circle rate 2, 3 and 3 to the questions, respectively. The score is the average of 4, 4, 3, 2, 3, and 3, which is 3.

**Intended Outcome #3: Children/youth with significant support needs**  
**(inclusive of behavioural, mental health, substance use challenges)**  
**experience improved transitions to adult care system**

**Indicator A:** Children/youth report feeling confident and prepared for their transition (e.g., having meaningful connections)

<b>Performance Standard #12: The Care Circle rates their perception of if the resource is providing opportunities to acquire skills that are aligned with the Transition Out Plan</b>	
Description	After convening the Care Circle to determine Transition readiness, the Service Provider records the Care Circle's perception of if the resource is providing opportunities for the child/youth to acquire skills aligned with their Transition Out Plan in the SHSS Service Plan.
Calculation	Minimum of all Scores (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Annually (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	Youth is 14 years old (note, LTSC only)
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	Care Circle is asked to rate if the resource is providing opportunities for the child/youth to

	acquire skills aligned with their Transition Out Plan in the SHSS Service Plan.
Calculation Example	At a two-bed resource, the lowest rating of the two Care Circles for the year was 3, so the Score is 3.

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**Intended Outcome #4: Children/youth experience safety and improved wellbeing**

**Indicator A:** Progress towards identified Goals for social emotional and day-to-day wellbeing

<b>Performance Standard #13:</b> Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellbeing Goals were met and/or strategies were re-assessed	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-assessed, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A

Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.
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**Intended Outcome #4: Children/youth experience safety and improved wellbeing**

**Indicator B:** Child/youth wellbeing and emotional mental health is maintained or increased

<b>Performance Standard #14:</b> Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their safety.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD home visit WITHIN 24 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel safe living at [name of resource]?</i>



Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.
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**Intended Outcome #4: Children/youth experience safety and improved wellbeing**

**Indicator B:** Child/youth wellbeing and emotional mental health is maintained or increased

<b>Performance Standard #15:</b> Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of whether their wellbeing has improved.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care

Question in SHSS Service Plan	<i>Has your wellbeing improved since moving into [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #4: Children/youth experience safety and improved wellbeing**

**Indicator B:** Child/youth wellbeing and emotional mental health is maintained or increased

<b>Performance Standard #16:</b> Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if the adults are there to listen when they need someone to talk to.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care

Question in SHSS Service Plan	<i>Do you feel like the adults at [name of resource] are there to listen to you when you need someone to talk to?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

**Intended Outcome #4: Children/youth experience safety and improved wellbeing**

**Indicator B:** Child/youth wellbeing and emotional mental health is maintained or increased

<b>Performance Standard #17:</b> Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource)	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of if they have a say in their home.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care

Question in SHSS Service Plan	<i>Do you feel like you have a say at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

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**Intended Outcome #5: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved**

**Indicator A:** Self-reported feelings of belonging, positive relationship, and progress toward cultural attachment and connectedness Goals

<b>Performance Standard #18:</b> Children/youth residing at the SHSS indicate that they felt connected to their family, community, and important people in their life while living at the SHSS resource.	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their connection to family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you felt connected to your family, community, and important people in your life while living at [name of resource]?</i>

Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.
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**Intended Outcome #5: Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved**

**Indicator A:** Self-reported feelings of belonging, positive relationship, and progress toward cultural attachment and connectedness Goals

<b>Performance Standard #19:</b> Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals were met and/or strategies were re-assessed	
Description	The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Quarterly (or Monthly as needed)
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start

Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

**Intended Outcome #5: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved**

**Indicator B:** Active encouragement and work towards “growing the circle” (e.g., family, home visits, other supportive relationships, and community/cultural engagement)

<b>Performance Standard #20: Service Provider convenes Care Circle to develop, document and update community inclusion Goal progress and strategies in SHSS Service Plan - MUST INCLUDE GUARDIAN</b>	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the Care circle is actively engaged in the development and progression of Goals and Strategies.
Calculation	# times updated / # of times expected
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly
Reporting Frequency	Monthly

Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 11 months / 12 expected months = 92%

**Intended Outcome #5: Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved**

**Indicator B:** Active encouragement and work towards “growing the circle” (e.g., family, home visits, other supportive relationships, and community/cultural engagement)

<b>Performance Standard #21:</b> Service Provider convenes Care Circle to develop, document and update community inclusion Goal progress and strategies in SHSS Service Plan - MUST INCLUDE ENTIRE CIRCLE	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the Care Circle is actively engaged in the development and progression of Goals and Strategies
Calculation	# times updated / # of times expected
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Bi-annually



Reporting Frequency	Bi-annually
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 1 time / 2 expected times in 1 year = 50%

**Intended Outcome #5: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved**

**Indicator B:** Active encouragement and work towards “growing the circle” (e.g., family, home visits, other supportive relationships, and community/cultural engagement)

<b>Performance Standard #22:</b> Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's/youth's progress and experience. The child/youth rates their perception of their opportunity to connect with family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan

How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly
Reporting Frequency	Monthly
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you had opportunities to feel connected to your family, community, and important people in your life while living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other child rates 4, the score will be 3.

## Respite Care

### Exhibit D1

#### Intended Outcomes Architecture

The below Intended Outcomes and Indicators are all equally important in weight and are interdependent and in no order:

Intended Outcomes		
1	2	3
Improved overall family functioning supports ongoing care for the child/youth	Children/youth experience safety and improved wellbeing	Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.
Indicators		
A. Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improvement)  B. Decrease in children/youth coming into care	A. Improved experience of day-to-day wellbeing for child/youth	A. Self-assessed quality of relationships with caregiver extended family, community is maintained or increased  B. Self reported feelings of belonging, positive relationship, and attachment
<b>Service Provider</b> <b>Accountability:</b> Joint  <b>Ministry Accountability:</b> Joint	<b>Service Provider</b> <b>Accountability:</b> Joint  <b>Ministry Accountability:</b> Joint	<b>Service Provider</b> <b>Accountability:</b> Joint  <b>Ministry Accountability:</b> Joint

## Exhibit D2

### Detailed Performance Standards

#### Overview

1. Exhibit D2 (Detailed Performance Standards) sets out a path to measure the achievement of each of the Intended Outcomes, by setting out the following details in respect of the Performance Standards (as applicable):
  - a. Performance Standard;
  - b. Description;
  - c. Calculation;
  - d. Target;
  - e. Tolerance / Acceptable Quality Limit (TOL/AQL);
  - f. Emergent Flag;
  - g. Child/Youth Response Flag;
  - h. Data Source;
  - i. How Data is Collected;
  - j. Data Input Responsibility;
  - k. Frequency of Review;
  - l. Frequency of Reporting;
  - m. Expected Outcome of the Data
  - n. Effective Start Date;
  - o. Inclusions;
  - p. Exclusions;
  - q. Conditions;
  - r. Question in the SHSS Service Plan (if applicable); and
  - s. Calculation Example.
  
2. Bi-Monthly means twice per month

3. The Performance Standard and Description for the Intended Outcomes and Indicators are set out in the following table:

Indicator	Performance Standard	Description
<b>Intended Outcome #1: Improved overall family functioning supports ongoing care for the child/youth</b>		
<b>Indicator A:</b> Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)	1. Service Provider convenes Care Circle to develop, document and update Goal progress and strategies in SHSS Service Plan	Using the SHSS service plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the care circle is actively engaged in the development and progression of Goals and Strategies.
	2. Care Circle, including caregiver, indicates that the service delivered by the Service Provider is helpful to them.	Service Provider convenes the Care Circle, and asks them a series of questions to determine if the Service is helpful to the family and the child/youth
	3. Care Circle, including the child/youth, indicates that the service delivered by the Service Provider is high quality and meeting the family's and the child's/youth's needs.	Service Provider convenes the Care Circle, and asks them a series of questions to determine if the Service is helpful to the family and the child/youth
	4. Care Circle, including caregiver, indicates that their ability to provide ongoing care for the child/youth has improved.	Service Provider convenes the Care Circle, and asks them a series of questions to determine if the Service is helpful to the family and the child/youth
<b>Indicator B:</b> Decrease in children/youth coming into care	There are no Performance Standards associated with this Indicator	
<b>Intended Outcome #2: Children/youth experience safety and improved wellbeing</b>		
<b>Indicator A:</b> Improved experience of day-to-day wellbeing for child/youth	5. Service Provider completes SHSS Service Plan including (all) Goals and measurable Strategies to progress toward Goals	Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.
	6. Service Provider updates child's reported participation in activities	Completion of SHSS Service Plan with records of the child's/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.

	7. Service Provider updates Daily Log within SHSS Service Plan with day-to-day care for seamless communication between staff	Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.
	8. Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellness Goals were met and/or strategies were re-evaluated	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
	9. Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met and/or strategies were re-evaluated	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
	10. Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	Using the SHSS service plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of their safety.
	11. Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS.	Using the SHSS service plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of whether their wellbeing has improved.
	12. Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to.	Using the SHSS service plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of if the adults are there to listen when they need someone to talk to.
	13. Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them.	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of whether their wellbeing has improved.
<b>Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.</b>		
<b>Indicator A:</b> Self-assessed quality of relationships with caregiver extended family, community is maintained or increased	14. Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-evaluated	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
	15. Children/youth residing at the SHSS indicate that they feel like	Using the SHSS service plan, the SHSS staff conduct periodic reviews of the child's progress and

	they have a say at their home (SHSS resource).	experience. The child rates their perception of if they have a say in their home.
	16. Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of their opportunity to connect with family, community and important people in their life.
	17. Children/youth residing at the SHSS indicate that they felt connected to their family, community, and important people in their life while living at the SHSS resource.	Using the SHSS service plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of their connection to family, community and important people in their life.
<b>Indicator B:</b> Self reported feelings of belonging, positive relationship and attachment	18. Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	Using the SHSS service plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of their opportunity to connect with family, community and important people in their life.
	19. Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals were met and/or strategies were re-evaluated	The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable

The following tables below provide further context including Targets, calculations, calculation examples and for the Performance Standards.

**Intended Outcome #1: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improvement)

<b>Performance Standard #1: Service Provider convenes Care Circle to develop, document and update Goal progress and strategies in SHSS Service Plan</b>	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews with the Care Circle. Updates with Care Circle's input is an indicator that the care circle is actively engaged in the development and progression of Goals and Strategies.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%



**Intended Outcome #1: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improvement)

<b>Performance Standard #2: Care Circle, including caregiver, indicates that the service delivered by the Service Provider is helpful to them</b>	
Description	Service Provider convenes the Care Circle, and asks them a series of questions to determine if the Service is helpful to the family and the child
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel that the service at [name of resource] is helpful to you and your family? [Scale of 1-5, text field]</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

**Intended Outcome #1: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #3: Care Circle, including the child/youth, indicates that the service delivered by the Service Provider is high quality and meeting the family's and the child's needs.</b>	
Description	Service Provider convenes the Care Circle, and asks them a series of questions to determine if the Service is helpful to the family and the child
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel that the service at [name of resource] meets the needs of you and your family? [Scale of 1-5, text field]</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

**Intended Outcome #1: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #4: Care Circle, including caregiver, indicates that their ability to provide ongoing care for the child has improved</b>	
Description	Service Provider convenes the Care Circle, and asks them a series of questions to determine if the Service is helpful to the family and the child
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel that the service at [name of resource] has improved your ability to provide ongoing care to your child? [Scale of 1-5, text field]</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #5: Service Provider completes SHSS Service Plan including (all) Goals and measurable Strategies to progress toward Goals</b>	
Description	Completion of SHSS Service Plan with Goals and Strategies is an indicator that community inclusion Goals and strategies are being formally considered by the Service Provider.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #6: Service Provider updates child's reported participation in activities</b>	
Description	Completion of SHSS Service Plan with records of the child's/youth's participation in activities indicates the Service Provider is working regularly with the child/youth to accomplish their Goals.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	100%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per week
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #7: Service Provider updates Daily Log within SHSS Service Plan with day-to day care for seamless communication between staff</b>	
Description	Updates to Daily Log within SHSS Service Plan are an indicator that the Service Provider is performing day-to-day responsibilities.
Calculation	# times updated / # of times possible
Target	100%
Tolerance	90%
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per day during stay
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A
Calculation Example	Updated 2 months / 3 possible months = 67%

**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #8: Service Provider reports, based on Care Circle's input, whether the Social Emotional and Day-to-Day Wellness Goals were met and/or strategies were re-evaluated</b>	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A

Calculation Example

If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

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**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #9:</b> Service Provider reports, based on Care Circle's input, whether the Developmental Needs (Cognitive, Behavioural, Physical) Goals were met and/or strategies were re-evaluated	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SSHS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care

Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

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**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #10:</b> Children/youth residing at the SHSS indicate that they feel safe living at their home (SHSS resource)	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child’s progress and experience. The child rates their perception of their safety.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SSHS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD home visit WITHIN 24 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel safe living at [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #11:</b> Children/youth residing at the SHSS indicate that they feel their wellbeing has improved since coming to the SHSS.	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child’s progress and experience. The child rates their perception of whether their wellbeing has improved.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SSHS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Has your wellbeing improved since moving into [name of resource]?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #12:</b> Children/youth residing at the SHSS indicate that the adults at their home (SHSS resource) are there to listen to them when they need someone to talk to	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child’s progress and experience. The child rates their perception of if the adults are there to listen when they need someone to talk to.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SSHS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the adults at [name of resource] are there to listen to you when you need someone to talk to?</i>

Calculation Example

At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

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**Intended Outcome #2: Improved overall family functioning supports ongoing care for the child/youth.**

**Indicator A:** Caregivers report that they have the ability to provide ongoing care for the child/youth (maintaining or improving)

<b>Performance Standard #13:</b> Children/youth residing at the SHSS indicate that the Goals and Strategies in their SHSS Service Plan are helpful to them	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child’s progress and experience. The child rates their perception of if the Goals and Strategies in the SHSS Service Plan are helpful to them.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	3
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like the Goals and Strategies in their SHSS Service Plan are helpful to you?</i>
Calculation Example	At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

**Intended Outcome #3: Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.

<b>Performance Standard #14:</b> Service Provider reports, based on Care Circle's input, whether the Community Inclusion / Belonging Goals were met and/or strategies were re-evaluated	
Description	After convening the Care Circle to determine whether the Goals were met and/or strategies should be re-evaluated, the Service Provider records the decision in the SHSS Service Plan.
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care



Question in SHSS Service Plan	N/A
Calculation Example	If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

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**Intended Outcome #3: Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Child's/youth's attachment and emotional ties to family and other supportive relationships is improved.

<b>Performance Standard #15: Children/youth residing at the SHSS indicate that they feel like they have a say at their home (SHSS resource)</b>	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child's progress and experience. The child rates their perception of if they have a say in their home.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	Yes
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check in required WITHIN 72 HOURS
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Do you feel like you have a say at [name of resource]?</i>

Calculation Example

At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

DRAFT

**Intended Outcome #3: Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.

<b>Performance Standard #16:</b> Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child’s progress and experience. The child rates their perception of their opportunity to connect with family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you had opportunities to feel connected to your family, community, and important people in your life while living at [name of resource]?</i>

Calculation Example

At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

DRAFT

**Intended Outcome #3: Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator A:** Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.

<b>Performance Standard #17: Children/youth residing at the SHSS indicate that they felt connected to their family, community, and important people in their life while living at the SHSS resource</b>	
Description	Using the SHSS service plan, the SHSS staff conduct periodic reviews of the child’s progress and experience. The child rates their perception of their connection to family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you had opportunities to feel connected to your family, community, and important people in your life while living at [name of resource]?</i>

Calculation Example

At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

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**Intended Outcome #3: Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator B:** Self reported feelings of belonging, positive relationship and attachment

<b>Performance Standard #18:</b> Children/youth residing at the SHSS indicate that they have had opportunities to feel connected to their family, community and important people in their life	
Description	Using the SHSS Service Plan, the SHSS staff conduct periodic reviews of the child’s progress and experience. The child rates their perception of their opportunity to connect with family, community and important people in their life.
Calculation	Minimum score (scale of 1-5, Likert Scale) per contract sample / review period
Target	5
Tolerance	4
Emergent Flag	No
Child/Youth Response Flag	Yes
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	<i>Have you had opportunities to feel connected to your family, community, and important people in your life while living at [name of resource]?</i>



Calculation Example

At a two-bed resource if one child rates 3 and the other rates 4, the score will be 3

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**Intended Outcome #3: Child’s/youth’s attachment and emotional ties to family and other supportive relationships is improved.**

**Indicator B:** Self reported feelings of belonging, positive relationship and attachment

<b>Performance Standard #19:</b> Service Provider reports, based on Care Circle's input, whether the Cultural Attachment and Connectedness Goals were met and/or strategies were re-evaluated	
Description	The Care Circle is at the centre of Goal setting and evaluation with the child/youth and helps to hold the Service Provider accountable
Calculation	Choice of any of the following options: Goal met, Partial Goal progress made, No Goal progress made, New Goal & Strategies established, Strategies re-assessed
Target	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Tolerance	[Goal met, and New Goal & Strategies established ] OR [Partial Goal progress made] OR [No Goal progress made and Strategies re-assessed]
Emergent Flag	No
Child/Youth Response Flag	No
Data Source	SHSS Service Plan
How Data is Collected	Province extracts from SHSS Service Plan
Data Input Responsibility	Service Provider
Review Frequency	Monthly (or as needed)
Reporting Frequency	Once per stay, maximum once per month
Expected Outcome of the Data	If missed, MCFD check-in
Effective Start Date	At contract start
Inclusions	TBD with IMIT
Exclusions	TBD with IMIT
Conditions	Interruption of Care
Question in SHSS Service Plan	N/A

Calculation Example

If no progress toward Goal was made but the strategies were re-assessed, then the Performance Standard is met.

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