Medium Sensitivity

Child and Youth Mental Health

Business Intelligence Solution
Data Dictionary

Project:	CYMH BI Solution Project
Project Sponsor:	Ministry of Health
Last Updated:	September 2020
Version:	1.4
State:	Reviewed by CYMH Data Technical Sub-Group

Revision Log

Date	Version	Author	Change Reference
Oct 7, 2016	0.1	CYMH BI Solution team	Draft
Oct 14, 2016	0.2	CYMH BI Solution team	Ready for review on Oct. 17, 2016
Nov 4, 2016	0.3	CYMH BI Solution team	Incorporated feedbacks from CYMH BI Solution team members
Dec 29, 2016	0.4	CYMH BI Solution team	Changes for review by the CYMH Data Lead Agencies Working Group
Jan 11, 2017	0.5	CYMH BI Solution team	Changes for review by the CYMH Data Lead Agencies Working Group
Apr 28, 2017	0.6	CYMH BI Solution team	Reviewed by CYMH Data Lead Agencies Technical Sub-Group
May 12, 2017	0.7	CYMH BI Solution team	Incorporates CYMH Data Lead Agencies Technical Sub-Group feedbacks
July 25	0.8	CYMH BI Solution team	Incorporates changes to business attributes (out of scope and TPBE)
Aug. 25, 2017	0.9	CYMH BI Solution team	Add lookup values for CS52, CS78, add clarifications for P4a, P7, mark F12 out of scope for rollout #1
March 1, 2018	1.0	CYMH BI Solution team	Amendments made to P7 re: "during reporting period"
September 12, 2018	1.1	CYMH BI Solution team	Updated the value description for CS58: Consent to share information Updated CS74-77 – Replaced child and youth worker with direct service staff
October 2, 2018	1.2	CYMH BI Solution team	Added Appendix I – CS58 Consent to Share
June 30, 2020	1.3	CYMH BI Solution team	Updated definitions of Business Attributes CS71 (Client Wait Status Type) and CS73 (Removal from Wait List Reason); reflected transition of the CYMH program from MCYS to MOH since April 2019
September 28, 2020	1.4	CYMH BI Solution team	Updated the definition of Business Attribute CS58 (Consent to share information) and descriptions in Appendix I: CS58 – Consent to Share; various text and diagram updates

Reviewers / Endorsers

Name	Date	Organization
CYMH BI Solution team	Oct. 17, 2016	CYSSC
CYMH BI Solution team	Oct. 18, 2016	MCYS
CYMH BI Solution team	Oct. 21, 2016	CYSSC
CYMH BI Solution team	Oct. 25, 2016	MCYS
CYMH Data Technical Sub-Group	Jan. 17 – April 28, 2017	CYMH Data Lead Agencies Technical Sub-Group

Approvals

Name	Role	Organization

CYMH Data Lead Agencies Technical Sub-Group	Endorsed (March 1st, 2017)	CYMH Data Working Group

List of Reference

Document Name	Document Version	Document Owner
CYMH BA – Business Architecture Report	v1.2 2014-06-30	Information Management and Architecture Branch, Children, Youth and Social Services I&IT Cluster
TPBP Training Worksheet	v Feb 2015	Policy Development and Program Design Department, Children and Youth at Risk Office, MCYS
MCYS 2015-16 TPBP Generic Package – Children and Youth at Risk		MCYS
E-Mental Health in Canada: Transforming the Mental Health System Using Technology		Mental Health Commission of Canada
Community-Based Child and Youth Mental Health Program Guidelines and Requirements	September 2013	MCYS

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1. Document Purpose

The Data Dictionary is defined as the data standards between the business and an IT system. It provides detailed information about the business data, such as standard business definitions of data elements, their meanings, and allowable values.

CYMH BI Solution Data Dictionary defines the data standards for CYMH BI Solution domain. This domain has several business attribute sets depending on the data source and/or the business content:

- Client-Service business attributes sourced from Client Information (Management) System (CIS)
- SOR and Complaints from Client Information (Management) System (CIS)
- Financial business attributes sourced from Service Management Information System (SMIS)
- Population Demographics that contains census data sourced from Strategic Information and Business Intelligence Branch (SIBI)

Note: Business attributes for Needs Subcategory and Diagnose Details listed in the attached document in Appendix C. These business attributes are not part of the initial data requirements and there is no standard classification in the sector.

The document also defines the CYMH Performance Indicators (PIs) that will be the outcomes of the CYMH BI Solution:

The structure of the document is based on SNOMED CT® [1]. **SNOMED CT** or SNOMED Clinical Terms is a systematically organized computer processable collection of medical terms providing codes, terms, synonyms and definitions used in clinical documentation and reporting.

The document collects business terms and intended for CYMH Lead Agencies consumption; it is not intended as an IT artefact (e.g. CDM) and because of this is not subject to GO-ITS standards.

[1] Terminology and specifically Health terminology (SNOMED CT)
https://en.wikipedia.org/wiki/International_Health_Terminology_Standards_Development_Organisation
https://en.wikipedia.org/wiki/SNOMED_CT

2. CYMH Program Description[2]

CHILD AND YOUTH MENTAL HEALTH SERVICES

Child and youth mental health (CYMH) services were funded by the Ministry of Children and Youth Services (MCYS) and this has now transitioned to the Ministry of Health (MOH) to achieve the vision of an Ontario in which child and youth mental health is recognized as a key determinant of overall health and well-being, and where children and youth grow to reach their full potential.

Ministry-funded child and youth mental health services are provided to children and youth from birth to 18 years of age under the authority of the *Child and Family Services Act* (CFSA). These services are not mandatory under the CFSA but are provided to the level of available resources. Services and supports that address a range of social, emotional, behavioural, psychological and/or psychiatric problems are provided to children and youth who are at risk of, or who have developed, mental health problems, illnesses or disorders.

TARGET POPULATION

Core child and youth mental health services are funded by the ministry, either directly or indirectly through identified lead agencies in communities across the province and are available to all children and youth ages 0-18 who are experiencing, or at risk of experiencing, mental health problems, illness or disorders. Mental health problems, illnesses, and disorders represent different aspects on what is a continuum of overall mental health and well-being.

For the purpose of this service framework, a client is defined as the intended direct recipient of the child and youth mental health service. A person/individual becomes a client once he/she has provided consent for service (including verbal consent); until such time he/she is considered a prospective client.

CORE SERVICES AND KEY PROCESSES

Core services available to clients in every service area:

- Targeted Prevention
- Brief Services
- Counselling and Therapy
- Family Caregiver Skill-Building and Support
- Specialized Consultation and Assessments
- Crisis Support Services

[2] The section is an extract from Child and Youth Mental Health Service Framework (draft) http://www.children.gov.on.ca/htdocs/English/documents/specialneeds/mentalhealth/ServiceFramework.pdf

- Intensive Treatment Services

Supporting the provision of these core services are key processes that support the child or youth and family throughout their involvement with the child and youth mental health service system. These processes are not specific to individual core services but are common to, and support, all of the services. These processes are:

- Access Intake Service Planning Process
- Service Coordination Process

PERFORMANCE INDICATORS

Key performance indicators have been identified for the child and youth mental health service system.

The performance indicators have been informed by: a comprehensive inter-jurisdictional scan; cross-references with key data reported provincially in child and youth mental health and other sectors (i.e. special needs/autism, youth justice, child welfare, etc.); extensive consultation with external stakeholders, experts and ministry staff; and a business architecture analysis (modeling and documenting the future child and youth mental health service system).

Question	Domain	Indicator
Who are we serving?	Client Profile	• Proportion of children/youth population served • Profile of children/youth served by gender and age • Average age of children/youth served at initial assessment • Profile of children/youth with complex mental health needs
What are we providing?	Efficiency	• Service Utilization (per core service) • Service Duration (per core service) • Proportion of child/youth receiving brief treatment requiring no other services
How well are we serving children, youth, and families?	Responsiveness	• Proportion of children/youth with positive outcomes as identified by children/youth worker • Proportion of children/youth survey respondents with positive perception of the outcome
	Safety	• Number of child/youth with serious occurrence reports and/or complaints
How well is the system performing?	Access	• Average children/youth time on service waitlists
	Effectiveness	• Proportion of children/youth survey respondents with positive perception of the service system • Value for investment

3. CYMH BI Solution Description[3]

The BI Solution will receive anonymized client and service data at the finest level of granularity (i.e., at individual level) from existing client information systems, through an automated process. It will then check data quality; integrate client, service, financial and population demographic data; and aggregate the data to calculate the CYMH performance indicators for the CYMH program.

The anonymization process (known as "Hashing") will enable the ministry to uniquely (with an estimated accuracy of 60-70%[4]) count children and youths across the CYMH sector and over time while protecting the privacy of individuals. Agencies continue to be responsible for selecting their client information systems, which will help them capture and use the information they need to best respond to children and youth.

3.1. CYMH BI Solution Enhancements

Standards and Controls:

- **Data Standards** – The project will define and implement Information Quality, Consistency and Completeness standards and processes. CIS vendors/agencies will be required to enhance their systems to align with Ministry-defined data requirements and standards (for more details regarding Gold Standard for a Record see Appendix H)
- **Data Anonymization** – CIS vendors will be required to meet the anonymization requirements and standards to enable uploading of anonymized personal information to the BI Solution
- **Data Security** – The BI solution will require CIS vendors to implement security controls to protect the data including encryption during data transfer and data at rest, and role-based data access controls and ownership permissions

Data Quality Verification – The data standards, anonymization and security controls will be built into the BI Solution components and at the CIS data sources. As part of the data governance processes, there will be assignments of data quality verification roles at different levels [e.g., Lead Agencies, Regional Offices, Resource Management Branch, Client Services Branch and Strategic Information and Business Intelligence Branch (SIBI)] – in order to verify the quality of data received and verify the integration/aggregation of client/service data.

[3] This is an extract from CYMH BI Solution Business case approved on September 2016

[4] CYHM BI Solution business case has been approved (ARB, ITEC, ITPAC, TB/MBC) with the understanding of the limitations for unique client count using client anonymized personal information.

3.2. CYMH BI Solution Components

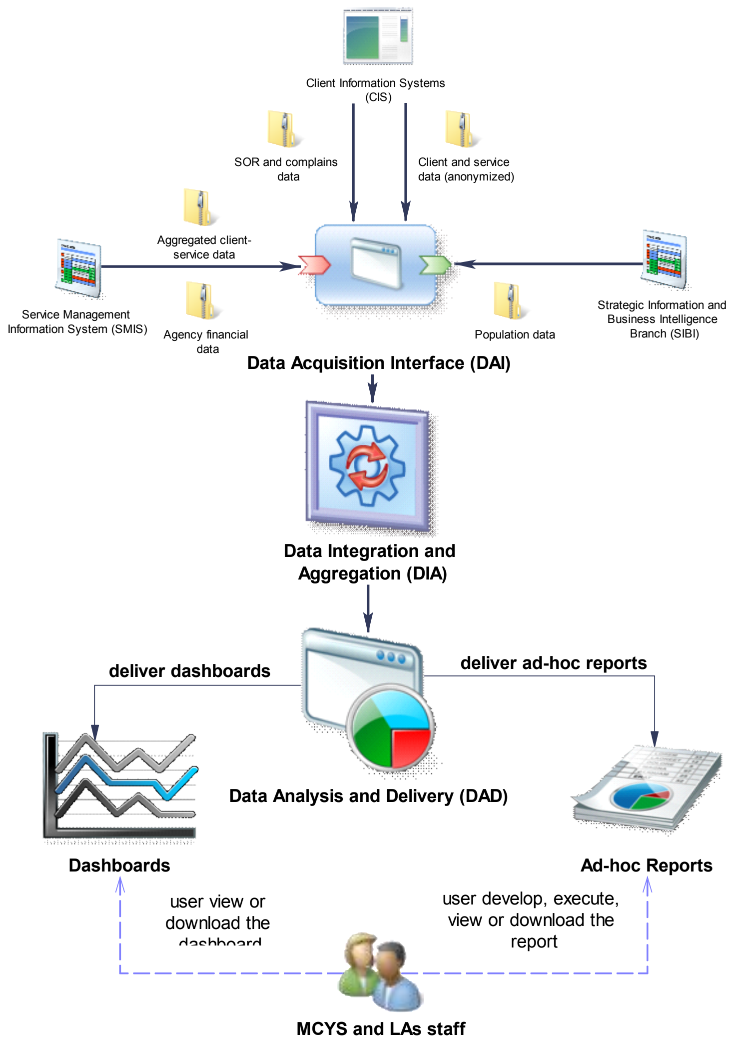


Figure 1: CYMH BI Solution components

The CYMH Business Intelligence (BI) Solution will have three components:

- **Data Acquisition Interface (DAI)** allows the system to receive:
  - Anonymized **Client-Service** data from lead agency CIS.
  - Anonymized **SOR & Complaints** data from lead agency CIS[5].
  - **Financial** data from SMIS
  - **Aggregated client-service** data from SMIS
  - **Population Demographics** data from SIBI
- **Data Integration and Aggregation (DIA)** allows data from multiple systems to be integrated and aggregated to produce consistent Performance Indicators[6]
- **Data Analysis and Delivery (DAD)** allows for the delivery of dashboards with PIs and ad-hoc queries

Note:

- The sector is comprised of lead agencies (LAs) and core service providers (CSPs)
- CIS – Client Information System
- SMIS – Service Management Information System
- SIBI- Strategic Information and Business Intelligence branch

3.3. CYMH BI Solution Data

CYMH BI Solution receives input data (business attributes) from multiple sources, it verifies that the data complies with data standards; it integrates the data to create a holistic view of the CYMH sector and generates the outputs as performance indicators (PIs).

Input data types:

- **Client-Service** business attributes will be sent by Lead Agencies Client Information System (CIS). The business attributes contain client information (anonymized) and data about the services and processes offered to the client by the service providers.
- **SOR and Client Complaints** business attributes will be sent by Lead Agencies Client Information System (CIS)[7]. The business attributes contain client information (anonymized) and data about the Client's SOR or Complaints.
- **Financial** business attributes will be sent by SMIS (Service Management Information System). The business attributes contain data about the TPRs/TPBEs allocations and expenditures for the CYMH services that they provide. The CYMH services can be financed by multiple organizations. SMIS provides only information about CYMH services financed by the ministry.
- **Population Demographics** business attributes are census data of the population (based on age and gender) per census area. The data is used as the denominator for some of the PI calculations e.g. P1 - Proportion of Child and Youth Population Served

Business Data Dictionary: provides detailed information about the business attributes, such as standard definitions of data elements, their meanings, and allowable values.

Outputs:

- **Who are we serving?**
  - **P1:**
    - P1a: Proportion of children/youth population served
    - P1b: Number of participants in sessions / workshop / training
    - P1c: Proportion of prospective children/youth not eligible for services
  - **P2:**

[5] SOR & Complaints data from CIS on hold for security and privacy consideration
[6] BI Solution integrates client-service data with financial data at the level of CSP/TPR, not at the level of the client. Financial data does not have client level
[7] SOR & Complaints data from CIS on hold for security and privacy consideration

  - P2a: Profile of children/youth served by gender and age
  - P2b: Profile of children/youth by need category and level of severity at initial (intake) assessment
  - P2c: Profile of children/youth by need category and level of severity at last (discharge) assessment
- **P3:** Average ages of children/youth served at intake
- **P4:**
  - P4a: Profile of children/youth with complex mental health needs served
  - P4b: Proportion of high risk children/youth served at intake

- **What are we providing?**
  - **P5:**
    - P5a: Service Utilization (per core service)
    - P5b: Intensive Service Utilization
  - **P6:**
    - P6a: Service Duration (per core service)
    - P6b: Client direct service hours received (per core service)
    - P6c: Direct service hours delivered by staff (per core service)
    - P6d: Indirect service hours delivered by staff
  - **P7:** Proportion of children/youth receiving brief treatment requiring no other services
- **How well are we serving children, youth and families?**
  - **P8:**
    - P8a: Proportion of children/youth with positive outcomes as identified by child/youth worker
    - P8b: Proportion of children/youth with positive outcomes as identified by standardized assessment tool
  - **P9:** Proportion of survey responses with positive perception of the outcome
  - **P10[8]:**
    - P10a: Number of children/youth with serious occurrence reports and/or complaints
    - P10b: Number of children/youth with client complaints (used to inform P10a)
    - P10c: Number of children/youth with serious occurrence reports (SOR) (used to inform P10a)
- **How well is the system performing?**
  - **P11:**
    - P11a: Average service latency
    - P11b: Average children/youth time on service waitlists

[8] SOR & Complaints data from CIS on hold for security and privacy consideration

        - P11c: Length of wait-list
- **How well is the system performing?**
    - **P12:**
        - P12a: Proportion of survey responses with positive perception of the service system
        - P12b: Proportion of children/youth requiring transitions
    - **P13:**
        - P13a: Value for investment
        - P13b: Proportion of administrative expenses
        - P13c: Variance to budget
        - P13d: Program output index
        - P13e: Financial risk
        - P13f: Financial sustainable indicator

Business Data Dictionary: provides detailed information about the performance indicators, such as definitions, computation, domain of applicability and utility.

4. Data Standards: Identity-based and Evidence-based

CYMH BI Solution Data Dictionary complies with Identity-based and Evidence-based initiatives.

4.1 MCYS Identity-based Data Collection Initiative (IDbD)[9]

In 2015 MCYS was directed by Cabinet to work with ministry partners to develop recommendations for a standardized cross-government framework to support identity-based client data collection.

- Identity-based data describes socio-demographic information about people (e.g. their gender, race / ethnicity, language, citizenship status, etc.).
- Dis-aggregating client data by socio-demographic characteristics (e.g., by gender, language or ethnicity), provides information regarding how different sub-groups of clients are accessing and fairing in public services.

MCYS developed a draft Identity-based Data Collection Framework:

[9] Extracts from IDbD, MCYS, 2016 v 10 - deck

- The Data Standard, which includes a 'taxonomy' of standardized data elements including: race, language, citizenship status, Indigenous status, sexual orientation, gender identity, disability status, religion/spiritual affiliation, postal code, marital status, age, family status, place of birth, ethnicity etc.
- Supporting resources including a User Guide, Workbook and FAQs.

The purpose of the Data Standard is to facilitate the consistent collection of identity-based data elements, and to support alignment and analytic capacity with 'higher order' / population level data sets (i.e. Census data).

The *data standard* is modular, to promote customization within a standardized framework. The level of data collection for each data element, e.g. Level 1 (L1), Level 2 (L2) or Level 3 (L3) should be determined based on the specific needs, objectives and monitoring / evaluation goals of each program.

The following are some of the attributes that are relevant to CYMH BI Solution.

Do you identify yourself as an Aboriginal person, that is, First Nations, Métis or Inuit?
L1 Yes
L1 No
    L1 If you identify yourself as an Aboriginal person, are you: (Check all that apply)
    L1 First Nations
    L1 Métis
    L1 Inuit
        L2 Optional data elements: (Check one only)
        L2 Are you registered under the Indian Act of Canada (i.e. a Status Indian)?
        L2 If you identify yourself as a First Nations person, do you live on a reserve?
Note: These data elements are used in the Aboriginal Self-Identification Data Standard (Ministry of Indigenous Relationships and Reconciliation).

Which racial group do you identify as? (Check all that apply)?
L1 Arab
L1 Black
    L2 Canadian / American
    L2 African
    L2 Caribbean
    L2 None of the above (please specify): ______________________
L1 Filipino
L1 Japanese
L1 Korean
L1 Latin American
L1 Chinese

L1 South Asian
L2 East Indian
L2 Pakistani
L2 Sri Lankan
L2 None of the above (please specify): ______________________
L1 Southeast Asian
L2 Vietnamese
L2 Cambodian
L2 Malaysian
L2 Laotian
L2 None of the above (please specify): ______________________
L1 West Asian
L2 Iranian
L2 Afghan
L2 None of the above (please specify): ______________________
L1 White
L1 None of the above (please specify): ______________________

What is your gender identity1? (Check all that apply)
L1 Female
L1 Male
L1 Another gender identity (please specify): ______________________
L2 Intersex
L2 Trans / Transgender2
L2 Gender Non-Conforming
L2 Two-Spirit
L2 None of the above (please specify): ______________________

Note: Gender identity is an Ontario Human Rights Code ground. These data elements are aligned with terminology used in the Ontario Human Rights Commission's Policy on preventing discrimination because of gender identity and gender expression.

What is your year of birth?
L1 YEAR
L1 Do not know

What is your postal code?
L1 Postal code (primary place of residence/address)
L1 Do not know

4.2 Evidence-Based Decision Making[10]

Launched in 2014, Program Review, Renewal and Transformation (PRRT) introduced a new approach to planning and budgeting. Led by the President of the Treasury Board/Deputy Premier and supported by a sub-committee of Treasury Board/Management Board of Cabinet, PRRT is both the government's ongoing fiscal planning and expenditure management approach and a continuous review of programs, including public services and internal administration. It is designed around four key principles:

- Examining how every government dollar is spent;
- Using evidence to inform better choices and improve outcomes;
- Looking across government to find the best way to deliver services; and
- Taking a multi-year approach to find opportunities to transform programs and achieve savings

The 2015 Budget announced the creation of a new Centre of Excellence for Evidence-Based Decision Making (CoE) to build capacity to assess how programs are performing, using evidence to inform choices and lead change in critical public services.

- Develop an enterprise-wide framework that will embed standards for evidence-based decision making.
- Identify and develop the required mix of tools to support the implementation of the framework.
- Build capacity, within line ministries and central agencies, for evidence-based policy development, performance and outcome measurement, data analytics and evaluation.
- Support the decision-making process by undertaking priority projects through collaboration with ministries and enhancing how information is presented to decision-makers.

Performance measurement is integral to all important public sector decision-making and is a component of a management process that aligns initiatives, strategies and operations with broader government priorities.
Performance measures include three distinct and related levels.

- Level 1: Output measures capture what a policy or program produces in terms of specific goods, services, or products.
- Level 2: Outcome measures capture the results of the policy or program, or the impact it is having in the context of its objectives.
- Level 3: Key Performance Indicators (KPIs) are high-level measures that capture changes in the social, environmental, and economic conditions that result from government action.

[10] The section is an extract from Centre of Excellence for Evidence-Based Decision Making

5. CYMH Client-Service Business Attributes

The source for client-service business attributes is the Client Information Systems (CISs) that supports the core service provider for CYMH services.

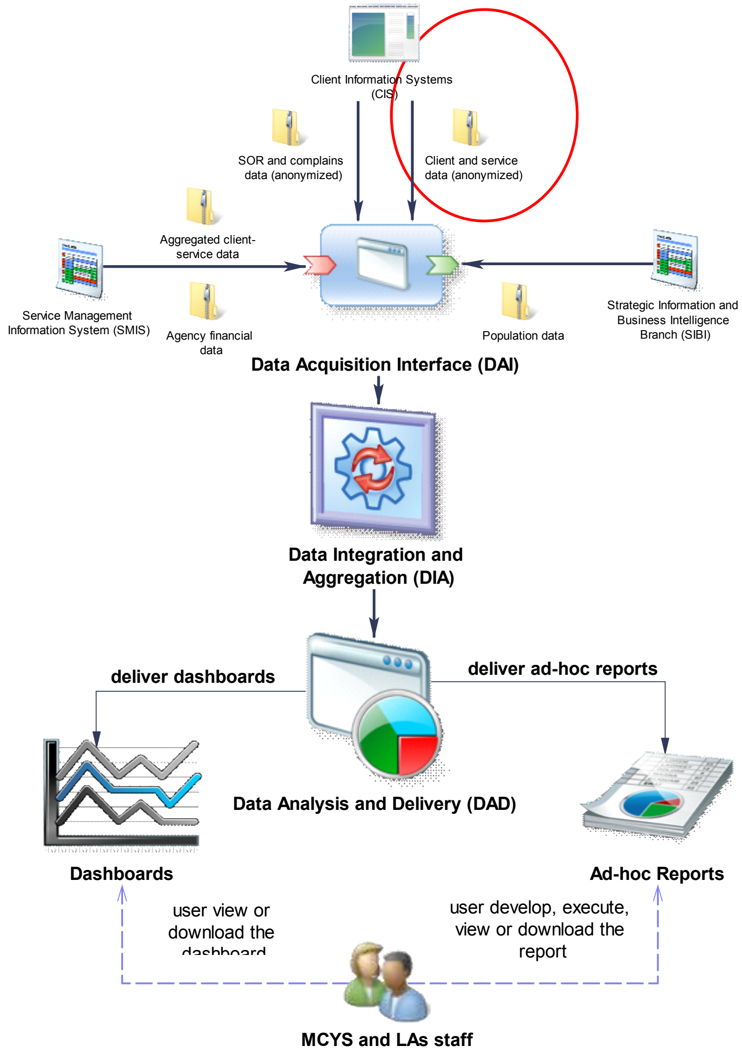


Figure 2: Client-Service data source

5.1 CYMH Client-Service BAs Structure

The business attributes arranged in a hierarchical (nested) structure representing the relationships between data sets.

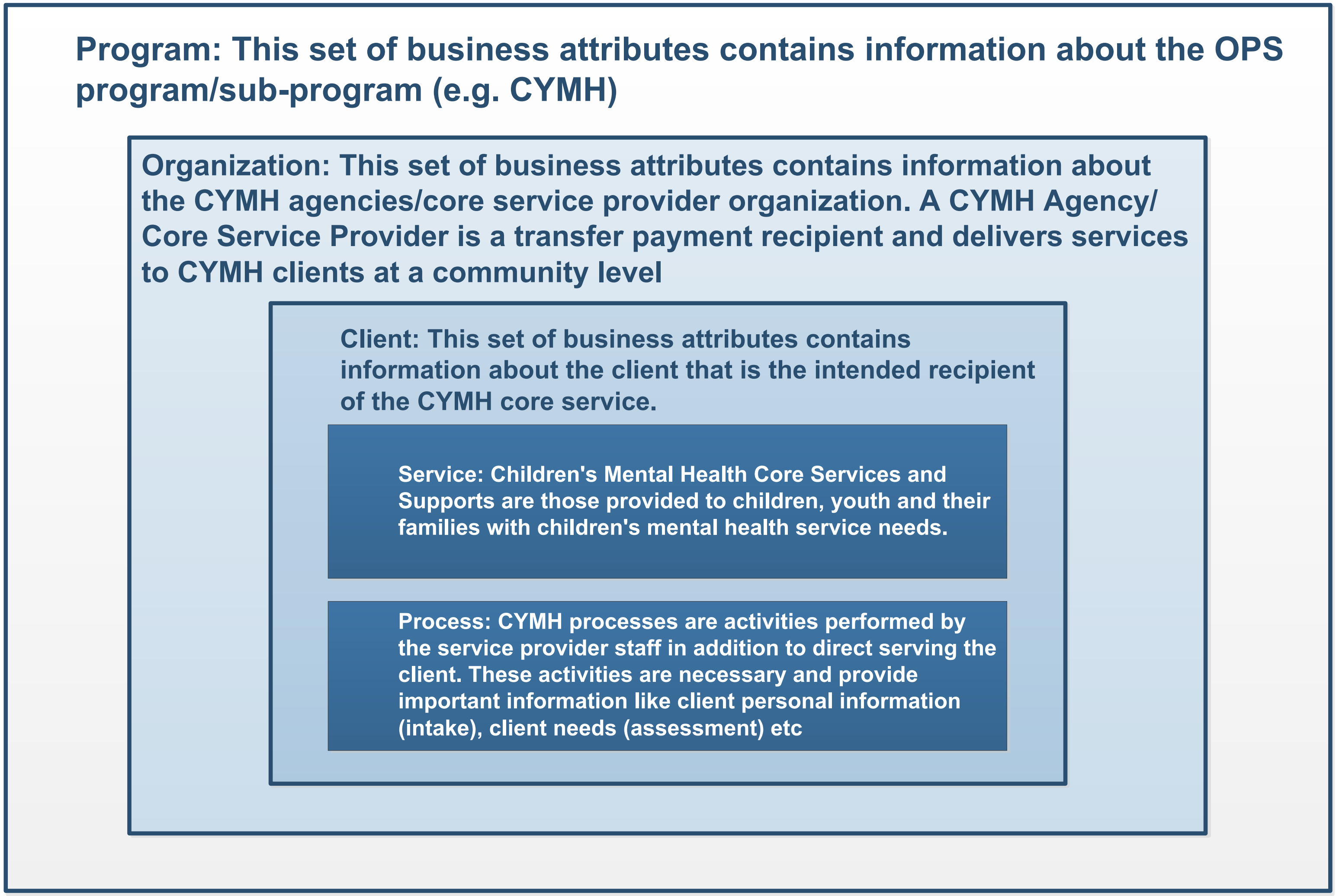


Figure 3: Client-Service business attributes structure

5.2 Regular Calendar Year Hierarchy

Client-service business attributes represents events in the client's service cycle timeline. The events occur during the Regular Calendar Year that starts on January 1st and ends on December 31st.

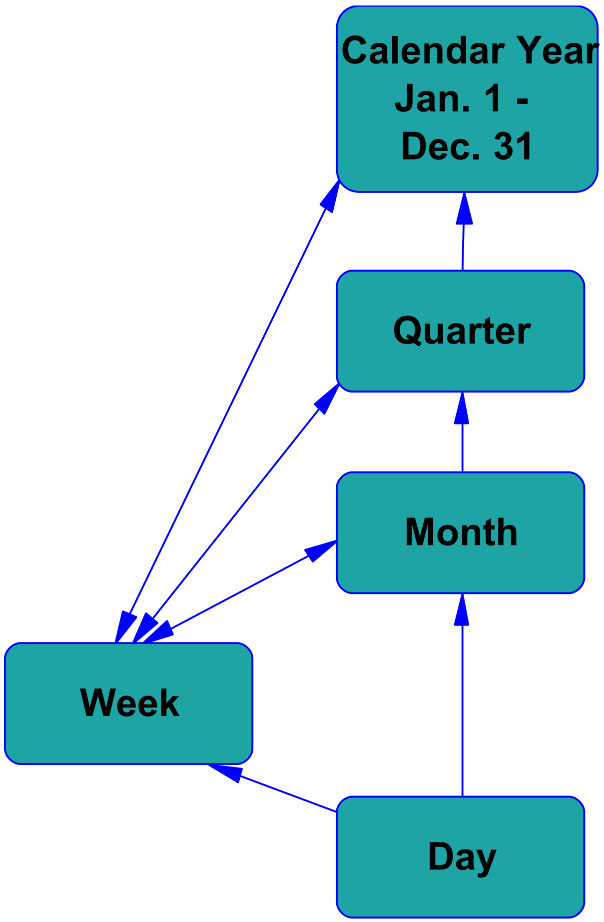
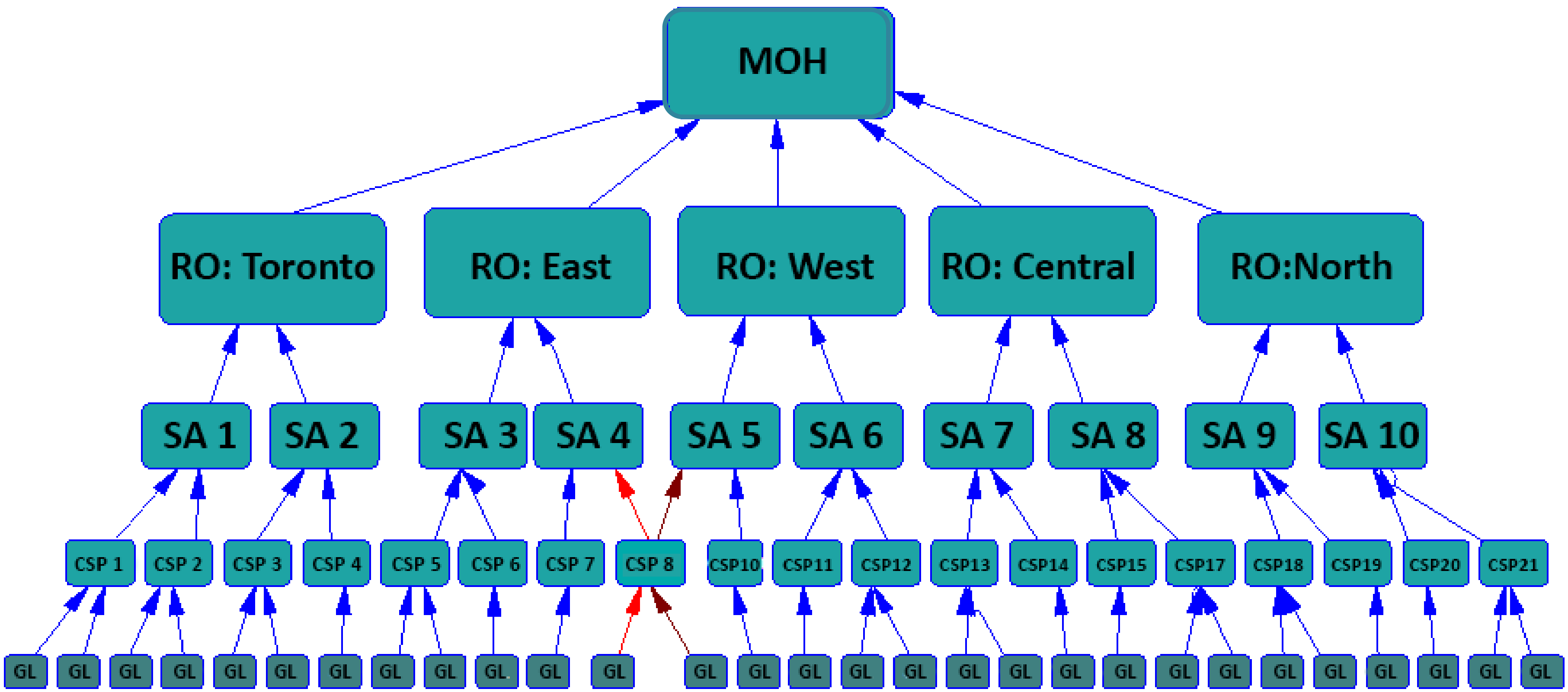


Figure 4: Regular Calendar Year

5.3 CYMH Organization Hierarchy (view of service delivery data)



RO – Regional Office

SA – Service Area

CSP – Core Service Provider

GL – Service Delivery Geographical Location (Site)

Figure 5: CYMH Organization Hierarchy - service delivery

5.4 CYMH Client-Service BAs for Program

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS1	(Sub-)Program Identification	The id and the official name (label) that uniquely identifies the (Sub-) Program.	Child and Youth Mental Health (CYMH)	A grouping of ministry activities that have a common goal and which provide services to the public. Programs are delivered through a collection of services that contribute to the program goals and comply with the program strategy. The Child and Youth Mental Health (CYMH) is a program of the Ministry of Health.
CS2	Program Start Date	The date when the program started	TBD	Child and Youth Mental Health (CYMH) program – start date
CS3	Program End Date	The date when the program ended. This date is NULL if the program is in effect.	null	Child and Youth Mental Health (CYMH) program – still active
CS4	Program Manager Identification	The id and the official name (label) that uniquely identifies the Program Manager.	Ministry of Health (MOH)	The Program Manager is the OPS Organization with direct responsibility for the Program

5.5 CYMH Client-Service BAs for Reporting

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS5	Reporting Period Start Date	The start date of the reporting period for the CYMH BI Solution purpose.	N/A	The proposed reporting period is quarterly. In this case, the start date will be the first day of the quarter.
CS6	Reporting Period End Date	The end date of the reporting period for the CYMH BI Solution purpose.	N/A	The proposed reporting period is quarterly. In this case, the end date will be the last day of the quarter.
CS7	Reporting Date	The date when the file with client-service data has been sent to CYMH BI Solution.	N/A	

5.6 CYMH Client-Service BAs for Organization

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS8	Lead Agency Identification	The id and official name that uniquely identifies a CYMH lead agency	http://www.children.gov.on.ca/htdocs/English/professionals/specialneeds/momh/moving-on-mental-health.aspx	Lead agencies, as system leaders, are responsible for planning for the delivery of MOH-funded core community-based child and youth mental health (CYMH) services and working with community partners across the broader continuum of CYMH services and supports.
CS9	Core Service Provider Identification	The id and official name that uniquely identifies a CYMH core service provider.	TBD	CYMH core service providers are responsible for delivering the CYMH
CS10	Service Delivery Geographical Location (Site)	The id and official name that uniquely identifies a CYMH service delivery geographical location (Site)	TBD	Postal Code Not in scope for this Rollout 1
CS11	Regional Office Identification	The id and official name that uniquely identifies a CYMH regional office (RO).	North East Central West Toronto	http://www.children.gov.on.ca/htdocs/english/about/regionaloffices.aspx
CS12	Service Area Identification	The id and official name that uniquely identifies a CYMH service area.	http://www.children.gov.on.ca/htdocs/english/about/regionaloffices.aspx	

5.7 CYMH Client-Service Aggregated BAs

The CYMH Client-Service Aggregated BAs cannot be automatically generated by CISs and the assumption is that aggregated BAs will be collected and computed by humans (CSP staff). Currently several aggregated client-service BAs are sent through TPBP to SMIS. The assumption is that the process will continue through TPBP package for existing aggregated client-service BAs. The new aggregated client-service BAs (added through the sessions with Data Working Sub-Technical Group) have been identified in this document as On-Hold until the decision on the collecting/sending process through TPBP to SMIS.

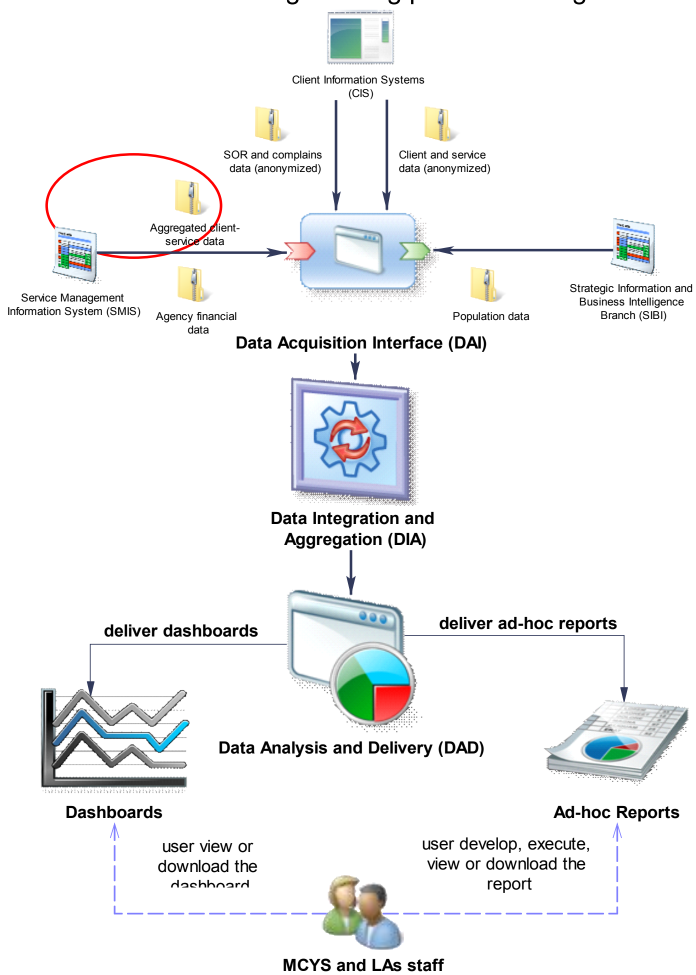


Figure 6: Aggregated Client-Service Data source

5.7.1 CYMH Client-Service Aggregated BAs Structure

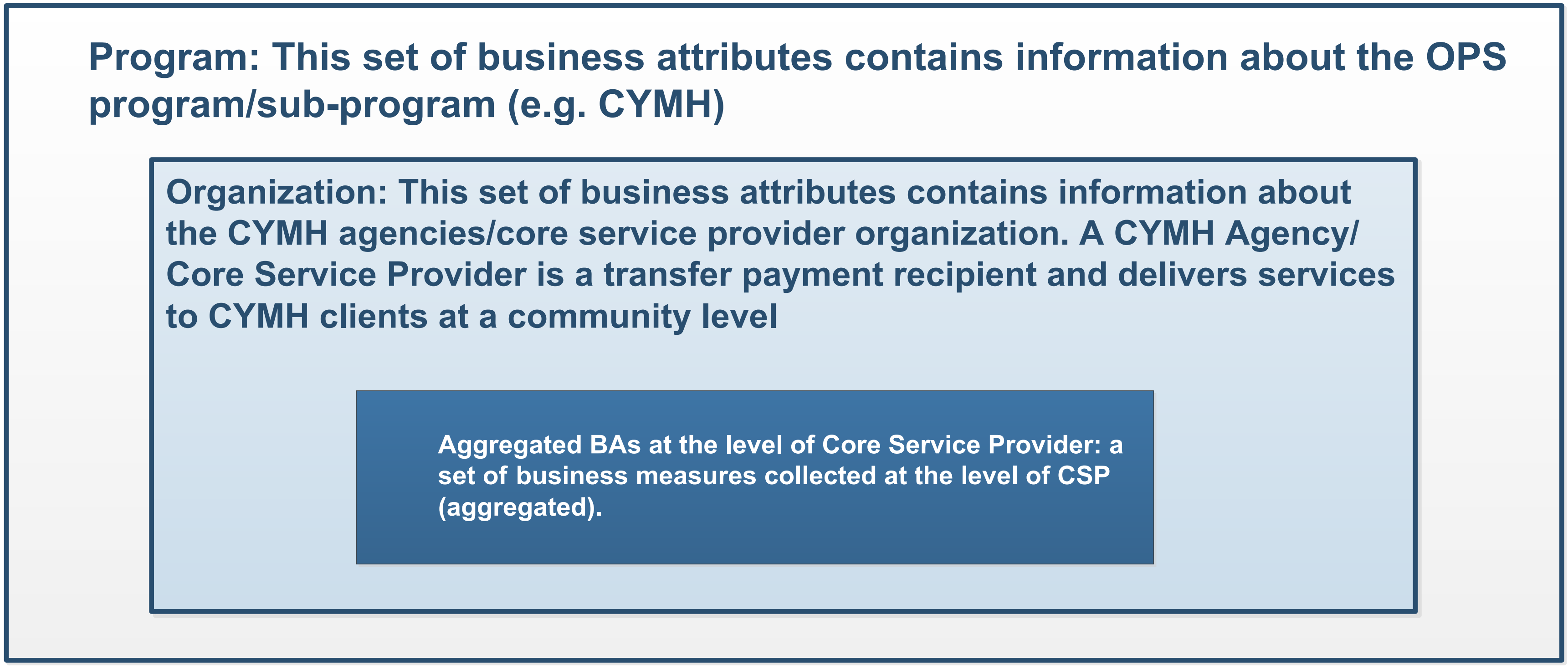


Figure 7: Aggregated Client-Service BAs Structure

5.7.2 CYMH Client-Service Aggregated BAs

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS13	Direct Service Hours Delivered by Staff	The total number of hours of "direct" service provided by staff to individuals during the fiscal year. "Direct" Hours: Service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record). Measure collected at the level of the CSP (aggregated)	N/A	The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group.
CS14	Indirect Service Hours Delivered by Staff	The total number of hours delivered by staff "on behalf of" clients, such as telephone calls, advocacy, Administrative support to the service is included Measure collected at the level of the CSP (aggregated)	N/A	
CS15	Total number of Program Consultations	The total number of program consultations provided to agency staff during the reporting period Measure collected at the level of the CSP (aggregated)	N/A	Applicable to the following services: A355 Specialized Consultation and Assessment Service
CS16	Total number of Education Sessions	The total number of education sessions provided to agency staff during the reporting period. Measure collected at the level of the CSP (aggregated)	N/A	Applicable to the following services: A355 Specialized Consultation and Assessment Service

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS17	Number of spaces available for A353-Intensive Treatment	The total number of spaces (i.e., desks) available in the Intensive Treatment program: a) residential beds b) day treatment placements Measure collected at the level of the CSP (aggregated)	N/A	Applicable to the following services: A353 Intensive Treatment Service/ Service Sub-Type Day Treatment, A353 Intensive Treatment Service > Service Sub-Type Out-of-Home Residential Service
CS18	Number of spaces occupied for A353-Intensive Treatment	The number of spaces (i.e., desks) occupied in the Intensive Treatment program: a) residential beds b) day treatment placements Measure collected at the level of the CSP (aggregated)	N/A	Applicable to the following services: A353 Intensive Treatment Service/ Service Sub-Type Day Treatment, A353 Intensive Treatment Service > Service Sub-Type Out-of-Home Residential Service
CS19	Number of Participants in Sessions/Workshop/ Training	The total number of individuals participating in skill building or educational sessions/ workshops/ training to assist with building parenting skills, child/youth management skills, self-management, anger management, risk reduction, resiliency building, etc. Measure collected at the level of the CSP (aggregated)	N/A	Applicable to the following services: A351 Family/Caregiver Skills Building and Support and A356 Targeted Prevention

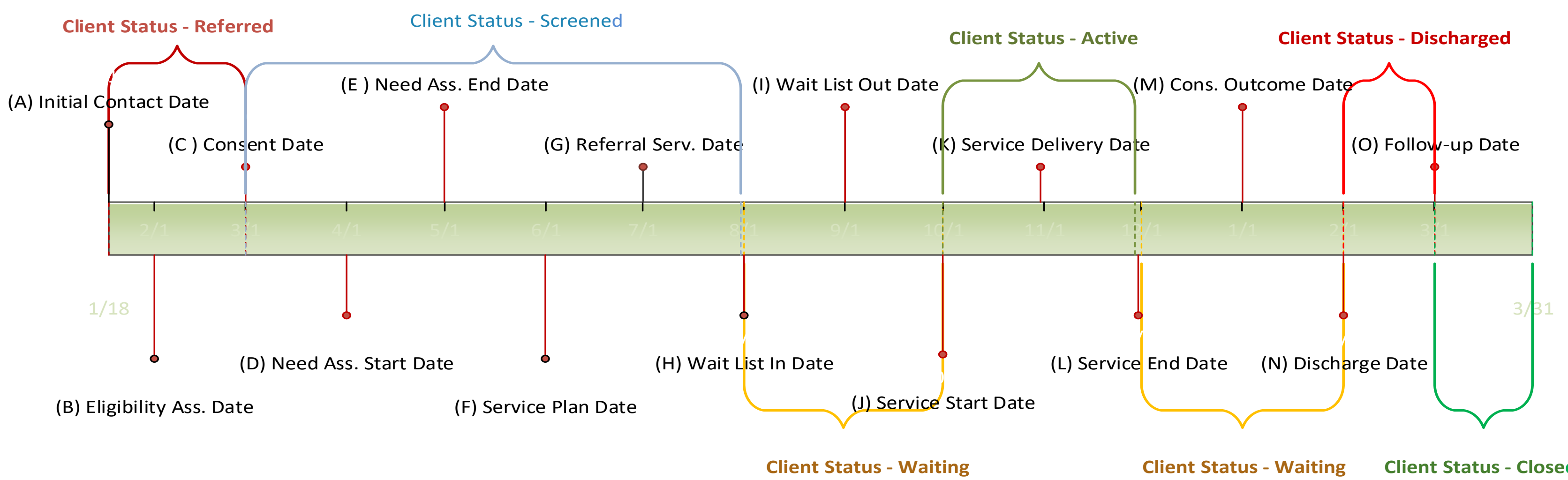
Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS20	The number of clients with feedback at discharge	The number of survey responses from whom feedback was received in a consistent method (by example, a consistent feedback form, verbal questionnaire, or app) at discharge. Measure collected at the level of the CSP (aggregated) TPBP denominator for CPOSOC# and POSOC# (A354)	N/A	
CS21	The number of survey responses (anonymous) at discharge reporting positive outcome	The number of survey responses (anonymous) in a consistent method (by example, a consistent feedback form, verbal questionnaire, or app) at discharge who indicated their experience of service resulted in an outcome that was positive. It is subjective and based on caregiver or youth perception of: • Reduction in level of needs; or • Improvement in level of strengths; or • Many treatment goals successfully attained (at least 50%) Measure collected at the level of the CSP (aggregated) TPBP - POSOC# for A354	N/A	

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS22	The number of survey responses (anonymous) at discharge reporting positive perception of the system	Numerator: the number of survey responses who report positive experience with the service system at end of service (once service plan is complete and/or discharge is planned). Positive experience of the service system is subjective and based on caregiver/youth perception of: (1) Reasonable length of time waiting for service; or (2) Extent to which service plan was integrated and coordinated; or (3) Client/caregiver was involved in key service-related decisions; or (4) Transitions/referrals were supported and timely Measure collected at the level of the CSP (aggregated) TPBP CPOSOC# for A354	N/A	
CS23	The Survey Date	The survey submission date. Assumed the survey does not span over multiple days.	N/A	

5.8 CYMH Client-Service BAs for Client

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS24	CIS Client Identifier	A unique identifier for the client in the context of CSP's CIS	N/A	The identifier is unique per CSP/CIS, the attribute is intended for tractability back to the source system (for errors) not for uniqueness
CS25	Unique Client Identifier (OHIP)	A unique identifier for the client in the context of CYMH Program (e.g. OHIP)	N/A	Global: the identifier uniquely identifies the client across the sector. The OHIP is not mandatory for CYMH services. Anonymized (hashed)
CS26	Client First Name	The client's First Name	N/A	Anonymized (hashed)
CS27	Client Middle Name	The client's Middle Name	N/A	Anonymized (hashed)
CS28	Client Last Name (Client Single Name)	The client's Last Name	N/A	Anonymized (hashed) Singe Name as per "Reclaiming Indigenous Names, Single Name as Legal Name in Ontario"
CS29	Client Birth Date	The date when the client was born.	N/A	Anonymized (hashed)
CS30	Client Birth Year	The month and year when the client was born	N/A	
CS31	Client Gender	The identified gender of the client.	Male Female Another gender identity	For another gender identity: L2 Intersex L2 Trans / Transgender L2 Gender Non-Conforming L2 Two-Spirit L2 None of the above
CS32	Client Self-Identification as Indigenous person	The client identify self as an Indigenous person, that is, First Nations, Métis or Inuit	Yes	L2 First Nations L2 Métis L2 Inuit
			No	

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS33	Client Postal Code	The client's primary home postal code	N/A	Anonymized (hashed)
CS34	FSA Code	Forward Sortation Area; the first 3 characters from the postal code	N/A	
CS35	Client Self-Identification as Race/Ethnicity	The client identify self as one of the race/ethnicity	Arab	
			Black	L2 Canadian / American L2 African L2 Caribbean
			Chinese	
			Filipino	
			Japanese	
			Korean	
			Latin American	
			South Asian	L2 East Indian L2 Pakistani L2 Sri Lankan
			Southeast Asian	L2 Vietnamese L2 Cambodian L2 Malaysian L2 Laotian
			West Asian	L2 Iranian L2 Afghan
			White	
			None of the above	



Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS36	Client Status	The client status for receiving services. The client can have multiple statuses during the reporting period.	Referred	Includes clients that are waiting for eligibility determination and/or consent for the services
			Screened	Includes eligible clients that consented to service; that have been assessed and/or that have a service plan developed. The client has no active service.
			Waiting	Includes assessed clients with a service plan developed; that are waiting for initial service or between services. The client has no active service.
			Active	Active, receiving at least one service. The client can be assessed or could wait for other services but must have at least one service active.
			Discharged	Discharged, service plan complete with follow up pending. The client has no active service.
			Closed	Closed, service plan complete; follow up complete; closed to the agency. Includes status for a client that is not eligible for CYMH services or client (parent/guardian) did not consent for the services
CS37	Client Status Start Date	The date when the client status was determined	N/A	
CS38	Client Status End Date	The date when the client status changed	N/A	Can be NULL

5.9 CYMH Client-Service BAs for Services

CYMH Services and Sub-Services[11]

- A348 – Brief Services
- A349 – Counselling/Therapy Services
- A350 – Crisis Support Services
- A351 – Family/Caregiver Skills Building and Support
- A353 – Intensive Treatment Services
  - A353-1: Intensive community-based/day treatment services
  - A353-2: Intensive in-home services
  - A353-3: Intensive out-of-home services.
- A355 – Specialized Consultation and Assessment
- A356 – Targeted Prevention
- A357 – System Management

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS39	Service Identification	A code and name that uniquely identifies the CYMH service type offered to the client	http://www.children.gov.on.ca/htdocs/English/professionals/specialneeds/momh/pgr.aspx	
CS39a	TPBE ID	The ID for Transfer Payment Budget Entity	N/A	Applicable to Intake, Assessment and Service (Sub-Service)
CS40	Service Start Date	The date when the service started for the client. If the service started in a previous reporting period, the start date is still reported.	N/A	
CS41	Service End Date	The date when the service ceased to be delivered to the client. If the service is still offered the date is null.	N/A	Can be NULL

[11] For more details see PGR at Community-Based Child and Youth Mental Health Program Guidelines and Requirements

CS42	Service Sub-Type Identification	A code and name that uniquely identifies the CYMH service sub-type offered to the client		Applies only to A353 – Intensive Treatment Services
CS43	Service Delivery Start Date	The start date and time when the unit of service output (an instance) began being provided	N/A	out of scope
CS44	Service Delivery End Date	The end date and time when the unit of service output (an instance) stopped being provided	N/A	out of scope
CS45	Consultation Type	A classification of the consultation that the client received as part of the specialized consultation and assessment service.	diagnosis clinical formulation treatment directions medication consultation other	Applicable to the following services: A355 Specialized Consultation and Assessment Service
CS46	Client Direct Service Hours Received	The number of direct service hours the client received (as opposed to staff delivered see Staff Direct Service Hours Delivered). This is the no. of hours for the client, service and service sub-type defined above. Measure collected at the level of the CSP for each client	N/A	Applicable to the following services: A355 Specialized Consultation and Assessment Service; A348 Brief Service, A349 Counselling/Therapy Service, A350 Crisis Service, A353 Intensive Treatment Service/ Service Sub-Type Day Treatment, A353 Intensive Treatment Service / Service Sub-Type Intensive In-Home Service, A353 Intensive Treatment Service, Service Sub-Type Out-of-Home Residential Service, A351 Family/ Caregiver Skills Building and Support
CS47	Client Residential Resource Allocated	The resource type allocated to the client.	residential bed day treatment placement other	Applies only to A353 – Intensive Treatment Services

5.10 CYMH Client-Service BAs for Process

CYMH Processes and Sub-Processes[12]

A352 – Access Intake Service Planning
- 1: Coordinated Access
- 2: Intake, Eligibility and Consent
- 3: Identifying Strengths, Needs and Risks

A354 – Service Coordination
- 4: Child, Youth and Family Engagement
- 5: Service Planning and Review
- 6: Case Management and Service Coordination
- 7: Monitor and Evaluate Client Response to Service
- 8: Transition Planning and Preparation

For Business Processes diagrams see *Appendix A: CYMH Client-Service Business Processes*.

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS48	Process Identification	A code and name that uniquely identifies the process offered to the client. [13]	http://www.children.gov.on.ca/htdocs/English/documents/specialneeds/mentalhealth/pgr1.pdf	
CS49	Process Sub-Type Identification	A code and name that uniquely identifies a CYMH process sub-type offered to the client.	http://www.children.gov.on.ca/htdocs/English/documents/specialneeds/mentalhealth/pgr1.pdf	
CS50	Initial Contact Date	The date the prospective client or parent/guardian with permission contacted the service provider to seek help or service (e.g. a phone call)	N/A	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process
CS51	Intake Date	The date when a prospective client provides basic information and eligibility determination is done.	N/A	Access Intake Service Planning Process / Intake and Eligibility Determination Sub-Process

[12] The processes defined as per PGR at Community-Based Child and Youth Mental Health Program Guidelines and Requirements
[13] See Appendix A for process diagrams, extracts from CYMH Business Architecture (2012-2014)

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS52	Third Party Referral Source Type	The classification of the referral source types.	school early years health providers youth justice child protection developmental other	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process.
CS53	Self-Referral Type	The classification of the self-referral types.	• Adopted Child • Adoptive Parent • Aunt • Brother • Brother-in-law • Child • Common-Law Partner • Cousin • Daughter • Daughter-in-law • Ex-spouse • Foster Parent • Friend • God Child • Grandchild • Grandfather • Grandmother • Nephew • Niece • Parent or sole legal custody or Joint legal Custody or Shared legal Custody or Split legal Custody or non-custodial parent • Partner • Self	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process.

			• Sister • Sister-in-law • Son • Son-in-law • Spouse • Stepchild • Stepfather • Step-parent • Step-sib • Substitute Decision Maker or Court Appointed Guardian or Temporary Care Agreement or Crown Ward or Society Ward • Uncle • Other	
CS54	Eligibility Assessment Date	The date when a prospective client meets the eligibility rules (can be same as intake date)	N/A	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process.
CS55	Agreement Start Date (Consent to Service Date)	The date that consent is provided to engage in service. E.g. prospective client meets eligibility criteria and agrees to services offered.	N/A	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process
CS56	Non-Eligibility Reason	A code and name for non-eligibility reason. Includes the reason when the client or parent/ guardian does not sign the consent for services.	Over 18 years of age Not an Ontario resident No consent for services	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS57	Consent to Services	Indicates client (or parent/guardian) consent for services	Yes No Not required	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process
CS58	Consent to share information	The value of true or false for the client (or parent/guardian) consent to share information	Yes No	Sharing of de-identified data with the Ministry does not require explicit client consent. The default value for consent to share should be 'Yes'. It can also be left as blank. For the exceptional scenario, where clients are very concerned about sharing any of their information for general planning purposes, they can choose to opt out of consenting to share data (i.e. consent to share is 'No'). CIS Vendors should not send these records to the ministry. Data Sharing Agreements are to be established prior to sending any data and it is expected that core service providers will adhere to PHIPA requirements when sharing client information with lead agencies. Refer to Appendix I: CS58 – Consent to Share for further details on usage of this element.

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS59	Client Risk Level	A number and name that identifies client risk level	No risk Low risk Medium risk High risk	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process High Risk Client: - risk of harm to self - risk of harm to others - in immediate need of hospitalization
CS60	Referral to Crisis Service Date	The date when client is referred to the crisis service once client or parent/guardian has agreed. (can be same as intake date)	N/A	Access Intake Service Planning Process / Intake And Eligibility Determination Sub-Process
CS61	Needs Assessment Start Date	The date the needs assessment process starts. Assessment Start Date may be the same date as the Referral Date for a specific service.	N/A	Access Intake Service Planning Process / Identify Needs And Strengths Sub-process; Service Coordination Process / Monitor Needs And Adjust Services Sub-process
CS62	Needs Assessment End Date	The date the needs assessment process is completed (can be same as Needs Assessment Start Date)	N/A	Access Intake Service Planning Process / Identify Needs And Strengths Sub-process; Service Coordination Process / Monitor Needs And Adjust Services Sub-process
CS63	Client Need Category[14]	A code and name for high-level need category	Behaviour Substance Use Emotional Self-Harm Sexual Social Psychiatric Trauma Adaptive-Functioning Family Needs Other	Access Intake Service Planning Process / Identify Needs And Strengths Sub-process; Service Coordination Process / Monitor Needs And Adjust Services Sub-process

[14] For Client Needs Sub-Category see Appendix B: Client Needs Category and Sub-Category

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS64	Client Strength Category	A code and name for the various strengths identified for the client	Talents / Interests Attributes Activities Formal / informal supports Cultural identity Family relationships Family attributes Other	Access Intake Service Planning Process / Identify Needs And Strengths Sub-process; Service Coordination Process / Monitor Needs And Adjust Services Sub-process
CS65	Client Needs Category Level	A code and name that identifies the level for each identified client need.	no need risk/no action need identified/action urgent/priority need	Access Intake Service Planning Process / Identify Needs And Strengths Sub-process; Service Coordination Process / Monitor Needs And Adjust Services Sub-process
CS66	Client Strength Category Level	A code and name that identifies the level for each identified client strength.	key strength opportunity for strength to be developed no strength; needs development	Access Intake Service Planning Process / Identify Needs And Strengths Sub-process; Service Coordination Process / Monitor Needs And Adjust Services Sub-process
CS67	Client With Complex Needs	An indicator that identifies the clients with complex needs. The indicator capture child/youth worker assessment based on PGR.	Yes No	Access Intake Service Planning Process / Identify Needs And Strengths Sub-process; Service Coordination Process / Monitor Needs And Adjust Services Sub-process See PGR (page 6) Note: The assessment to “complex needs” can be done at intake or at any point in client lifecycle.

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
CS68	Referral to Service Date	The date(s) when client is referred to service(s) once client or parent/guardian has agreed.	N/A	Service Coordination Process / Development Services Plan Sub-process Each service has a Referral to Service Date
CS69	Service Plan Version Date	The date(s) when the service plan version(s) is/are created or revised	N/A	Service Coordination Process / Development Services Plan Sub-process Each service has a Service Plan Version Date
CS70	Wait List In Date	The date(s) when the client is placed on the waitlist for specific service(s).	N/A	Service Coordination Process / Development Services Plan Sub-process Each service has a Wait List In Date
CS71	Client Wait Status Type	A classification of the client wait status in the waiting list for a service as: Wait Time or Client not available.	Wait Time	Service Coordination Process / Development Services Plan Sub-process
			Client not available	It is assumed that when a client Wait Status Type is 'Client not available', the time is not considered for time on service waitlist.
CS72	Wait List Out Date	The date(s) when client is removed from a wait list often due to service start up. This date can be the start date for a specific service.	N/A Can be Null	Service Coordination Process / Development Services Plan Sub-process Each service has a Wait List Out Date
CS73	Removal from Wait List Reason		Client opts out Services booked or delivered Client no longer eligible	Service Coordination Process / Development Services Plan Sub-process Each service has a Removal from Wait List Reason if Wait List Out Date is not null

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS74	Client Clinical Determination Of The Outcome	From the perspective of direct service staff, indicates that there has been an overall clinical determination on the outcome for the child/youth	Yes No	Service Coordination Process / Discharge Client Sub-process
CS75	Client Clinical Determination As Positive Outcome	As identified by direct service staff, indicates that child/youth has positive response to treatment Positive outcome is a clinical formulation based on: Reduction in severity of needs or symptoms; and/or Improvement in functioning/enhanced strengths; and Majority (more than 50%) of treatment goals successfully attained	Yes No	Service Coordination Process / Discharge Client Sub-process
CS76	Client Clinical Determination Of The Outcome (standardized tool)	As identified by direct service staff, indicates the client with whom a validated tool was completed at start of service and discharge (also known as a pre/post using a standardized measure)	Yes No	Service Coordination Process / Discharge Client Sub-process
CS77	Client Clinical Determination As Positive Outcome (standardized tool)	As identified by direct service staff, indicates the clients with whom a validated tool was completed at start of service and discharge, and use of the tool indicated a positive outcome at discharge	Yes No	Service Coordination Process / Discharge Client Sub-process

CS78	Standardized tool used for client outcome determination	The code and name that identifies the standardized tool used for client outcome determination	• BCFPI-3 (Brief Child and Family Phone Interview) • CAFAS (Child And Adolescent Functional Assessment Scale) • CANS (CHILD AND ADOLESCENT NEEDS AND STRENGTHS)-MH • GAIN-SS (GAIN- Short Screener) • HoNOSCA (Health of the Nation Outcome Scales Child and Adolescent Mental Health) • interRAI Assessments • SDQ (Strengths and Difficulties Questionnaire) • Other	Service Coordination Process / Discharge Client Sub-process
CS79	Client Consent on Outcome	Indicates the client and/or parent/guardian (as appropriate) agree on the service outcome. To be applied for CS75 and/or CS77.	Yes No Client/Guardian Not Available	Service Coordination Process / Discharge Client Sub-process

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS80	Client Transition Need	The client need for transition to other services.	Adult mental health	Service Coordination Process / Discharge Client Sub-process
			Developmental	
			Addictions	
			Education Supports	
			Other	
CS81	Transition Service Provider Type	A classification of the transition service provider type	school	Service Coordination Process / Discharge Client Sub-process
			adult services	
			health providers	
			youth justice	
			child protection	
			developmental	
			addiction service provider	
			other	
CS82	Discharge Date	The date a client is discharged from the agency	N/A	Service Coordination Process / Discharge Client Sub-process
CS83	Client Discharge Reason	A code and name that identifies the client discharge reason.	Client opts out	Youth/parent opt out, refuses to participate in service/no-show for service
			Services delivered	Services delivered and goals achieved
			Client no longer eligible	Client no longer eligible location/age for service and/or transitioned to non-MOH services. The client will be transitioned to other service providers. Details of transition are captured in Outgoing Referral Event.

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS84	Follow-up Date	The date when a client is contacted for follow-up after discharge to determine if progress has been sustained or if more services are required.	N/A	Service Coordination Process / Discharge Client Sub-process
CS85	Client Disposition After Follow-up	The code and name that identify the client disposition after follow-up	continued improvement	Service Coordination Process / Discharge Client Sub-process
			no change	
			worsened	

6. CYMH Client Serious Occurrences (SOR) and Client Complaints Business Attributes

The source for Client SOR and Client Complaints business attributes is the Client Information Systems (CISs) that supports the core service provider for CYMH services. SOR & Complaints data from CIS is out of scope due to security and privacy concerns.

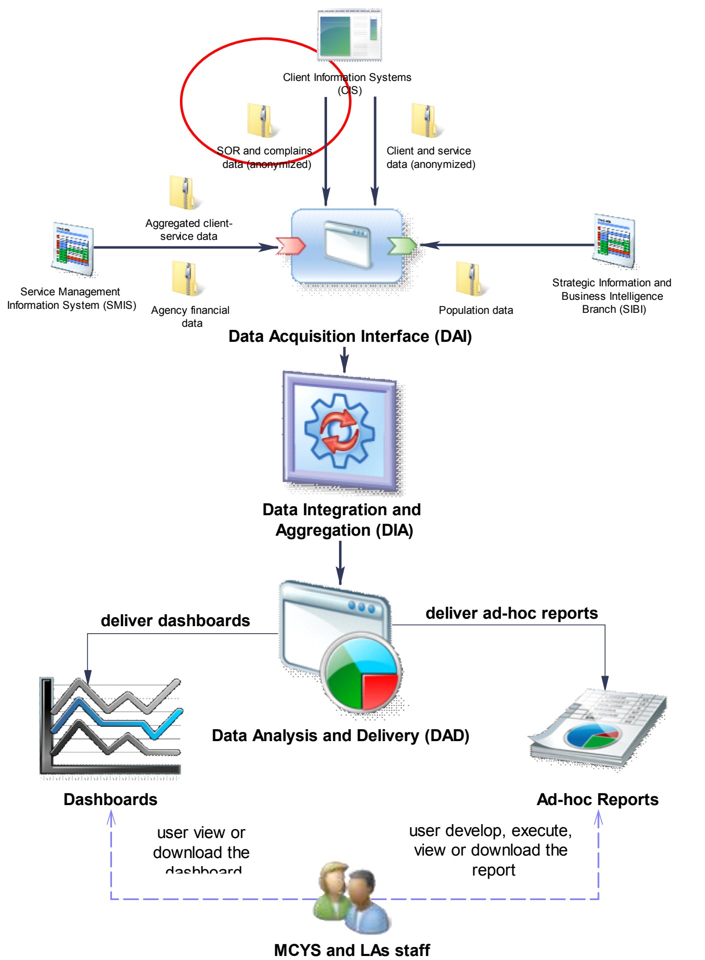


Figure 8: CYMH Client SOR and Complaints data source

6.1 CYMH Client SOR and Complaints BAs Structure

The business attributes arranged in a hierarchical (nested) structure representing the relationships between data sets.

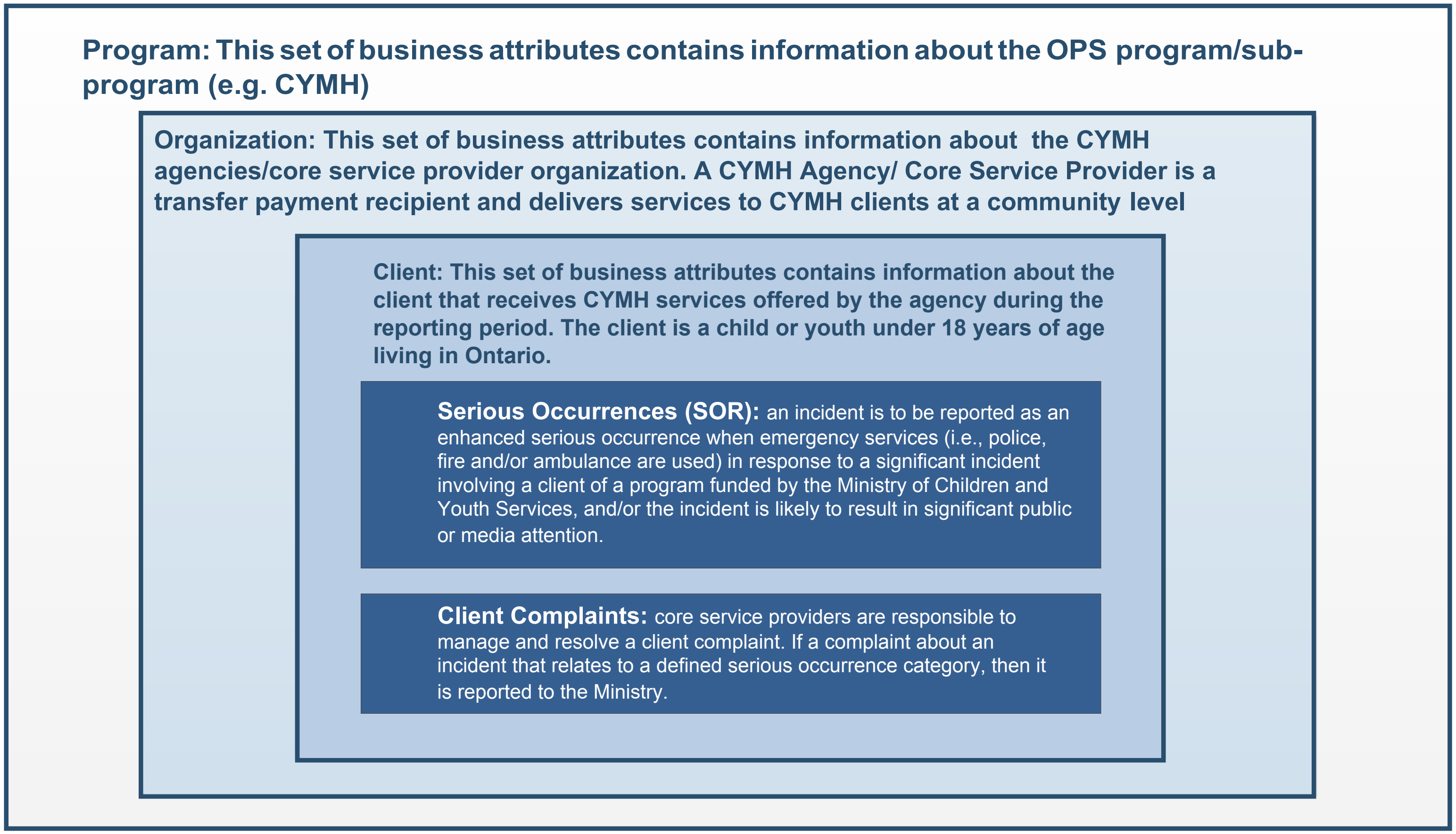


Figure 9: Client SOR and Complaints Structure

Client SOR and Complaints share the same business attributes for Program, Reporting, Organization and Client from Client-Service set.

6.2 CYMH Client SOR Specific BAs

SOR & Complaints data from CIS out of scope due to security and privacy concerns.

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
SOR1	Serious Occurrence Report Identifier	The string that uniquely identify the SOR	N/A	
SOR2	Client SOR Status	The status of the client at the time of the SOR occurrence	Crown Ward	
			Society Ward	
			Temporary Care Agreement	
			Continued Care and Support for Youth	
			Customary Care	
			In Parental/ Guardian(s) Care	
			Other	

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
SOR3	Serious Occurrence Report Category[15]	The classification of an SOR	1. Death of a client	Occurs while participating in a service, including all clients receiving community-based support services that are funded or licensed by MCSS and/or MCYS
			2. Serious injury / illness to a client	Occurs while participating in a service. Serious injuries may include: medication errors that resulted in an injury/illness; Injuries (consider whether an injury should be reported if professional medical treatment, such as a doctor or dentist, is required, not in-house first aid)

[15] SOR Category defined as per SOR Guidelines (Appendix C)

[redacted]			3. Alleged, witnessed or suspected abuse	Alleged abuse or mistreatment of a client' which occurs while participating in a service With regard to children, see CFSA Sections 37 and 72, with respect to a child in need of protection and the duty to report. Under the Ministry of Community and Social Services Act (VAW, interpreter, and intervenor programs), abuse includes: (a) to suffer physical harm; (b) to be sexually molested or sexually exploited; (c) to require but not be provided with medical treatment; and (d) psychological, verbal, emotional, financial abuse or mistreatment.
			6. Complaint about operational, physical or safety standards	Is considered serious by the service agency, which could include: adverse water quality; reports of excess lead; improper storage of hazardous/dangerous substances, including but not limited to toxic cleaners or lamp oil, in the residence; medication error (not resulting in an injury/illness); missing or stolen files; and neighbour complaint about noise or physical appearance of the property (only where municipal authorities are involved).
			7. Complaint made by or about a client	Involving a person participating in a service (client or staff) that is considered by the service agency to be of a serious nature, e.g.: police involvement with a client (client charged by police); assault by client against staff, peers or community member; assault by non-caregiver against client, e.g., friend, another client, stranger; inappropriate disciplinary techniques, e.g., excessive, non-sanctioned; and complaints arising from sexual contact between clients
			8. Restraint of a client	A holding technique to restrict a resident's ability to move freely. See Child and Family Services Act (CFSA) R.R.O. 1990, Regulation 70, Sections 109.1-3. Does not include the restriction of movement, physical redirection or physical prompting, if the restriction of movement is brief, gentle and a part of a behaviour teaching program, or the use of helmets, protective mitts or other equipment to prevent a resident from physically injuring or further physically injuring himself or herself.

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
SOR4	Serious Occurrence Report Sub-Category	The classification of an SOR sub-category	See appendix D	Place Holder for future development[16]
SOR5	Serious Occurrence Date	The date when the SOR occurred. If the incident started in a previous reporting period, the date is still reported.	N/A	
SOR6	Serious Occurrence Report End Date	The date when the SOR ended and a resolution was delivered to the client. If the incident is not resolved, the attribute should be null.	N/A	
SOR7	Serious Occurrence Report Resolution Status	The description of the SOR status	submitted	
			under investigation	
			approved	
			closed	Closed-Resolved Closed-Unresolved

[16] See Appendix D for more details

6.3 CYMH Client Complaints Specific BAs

SOR & Complaints data from CIS are out of scope due to security and privacy concerns.

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
SOR8	Client Complaint Identifier	The string that uniquely identify the client complaint	N/A	
SOR9	Client Complaint Category	The classification of a client complaint category	Client-related	
			Service-related	
			Agency-related	
			Other	
SOR10	Client Complaint Sub-Category	The classification of a client complaint sub-category	TBD	Place Holder for future development[17]
SOR11	Client Complaint Date	The date the client submitted the complaint. Assumed the complaint does not span over multiple days.	N/A	
SOR12	Client Complaint Resolution Status	The code and name of the complaint status	submitted	
			under investigation	
			approved	
			closed	Closed-Resolved Closed-Unresolved
SOR13	Client Complaint Resolution Date	The date when the resolution is recorded	N/A	
SOR24	SOR Identifier Linked to Complaint	The identifier of the SOR that the compliant is connected to (if applicable)	N/A	The attribute captures the link between the complaint and SOR. A complaint can be done as effect of an SOR and/or a complaint may become and SOR.

[17] See Appendix D for more details for needs sub-category

7. CYMH Financial Business Attributes

The source for financial business attributes could be the Service Management Information System (SMIS) for CYMH services; or Integrated Financial Information System (IFIS).

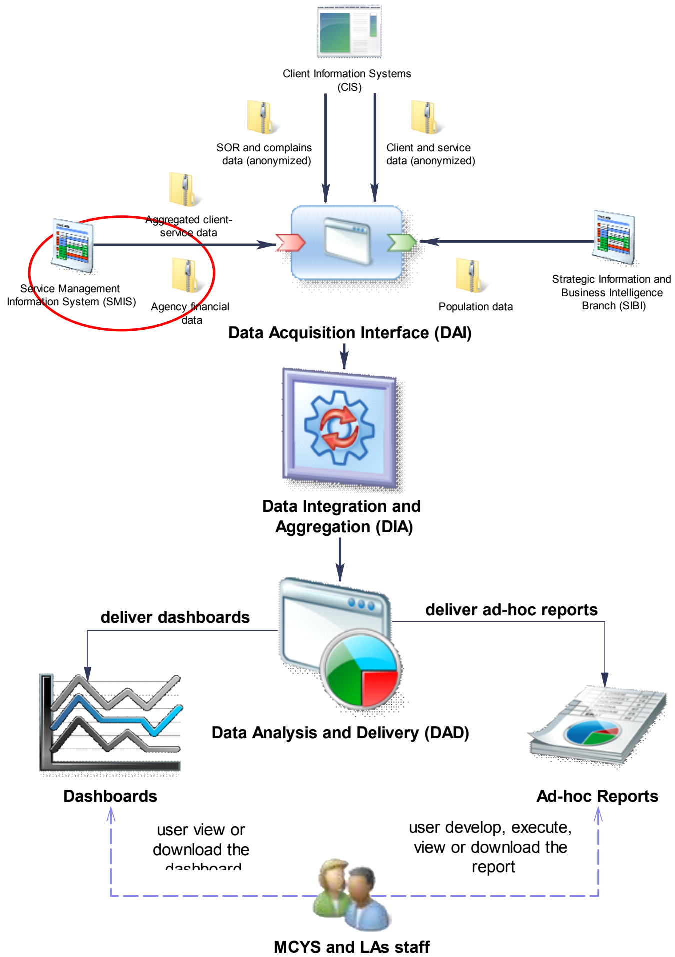


Figure 10: CYMH Financial source

The list of business attributes were developed based on Electronic Manual of Ministry Administration (EMMA).

The attributes support the development of the Performance Indicators (P13).

7.1 CYMH Financial BAs Structure

The business attributes arranged in a hierarchical (nested) structure representing the relationships between data sets.

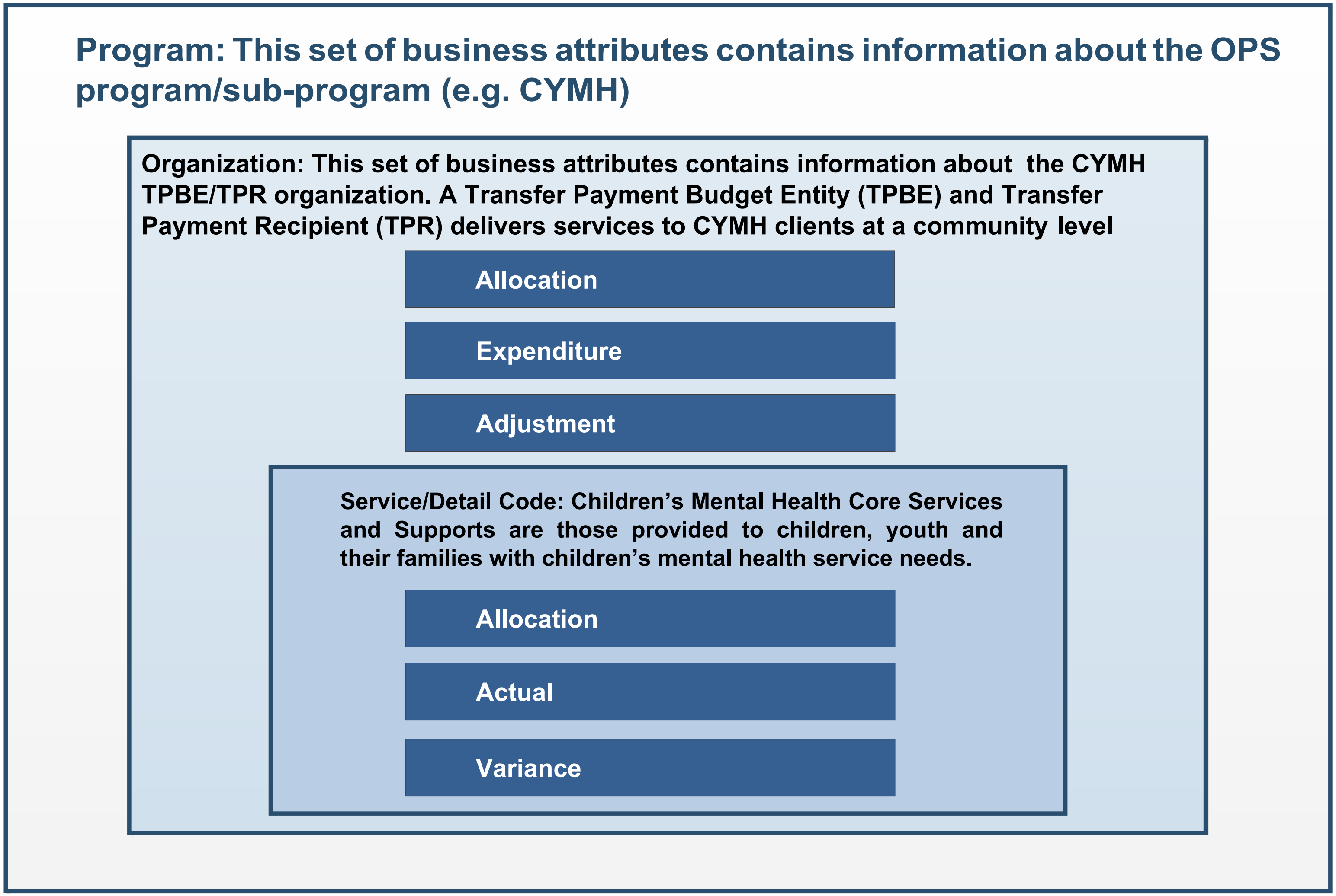


Figure 11: CYMH Financial Bas structure

7.2 Financial Calendar Year Hierarchy

Financial business attributes represent core service provider (TPR) allocations and expenditures data. This data is issued during the Financial Calendar Year that starts on April 1st and ends on March 31st.

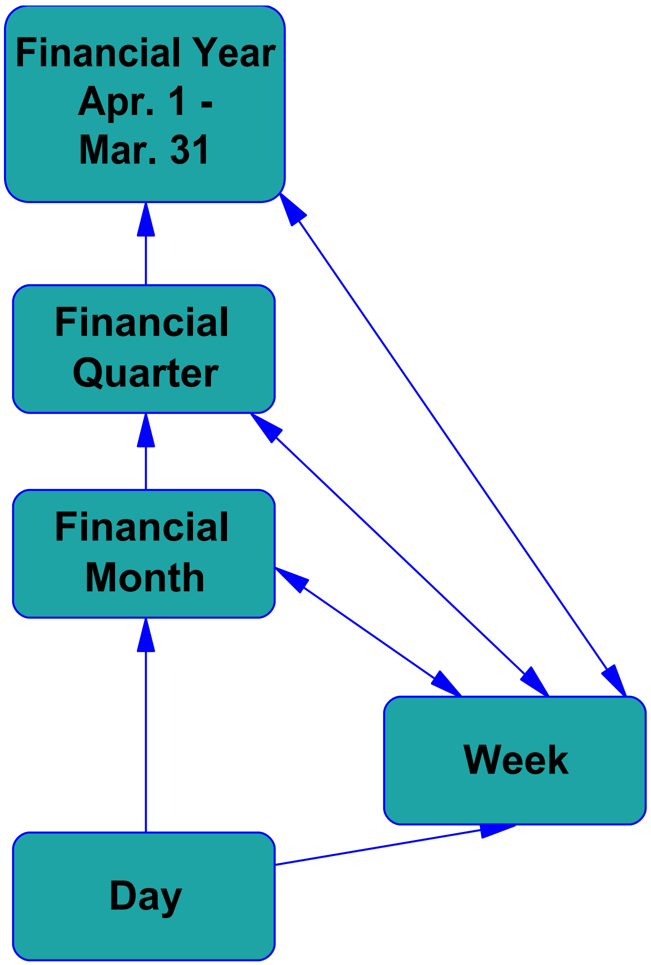


Figure 12: Financial Calendar Year

7.3 CYMH Organization Hierarchy (view of financial data)

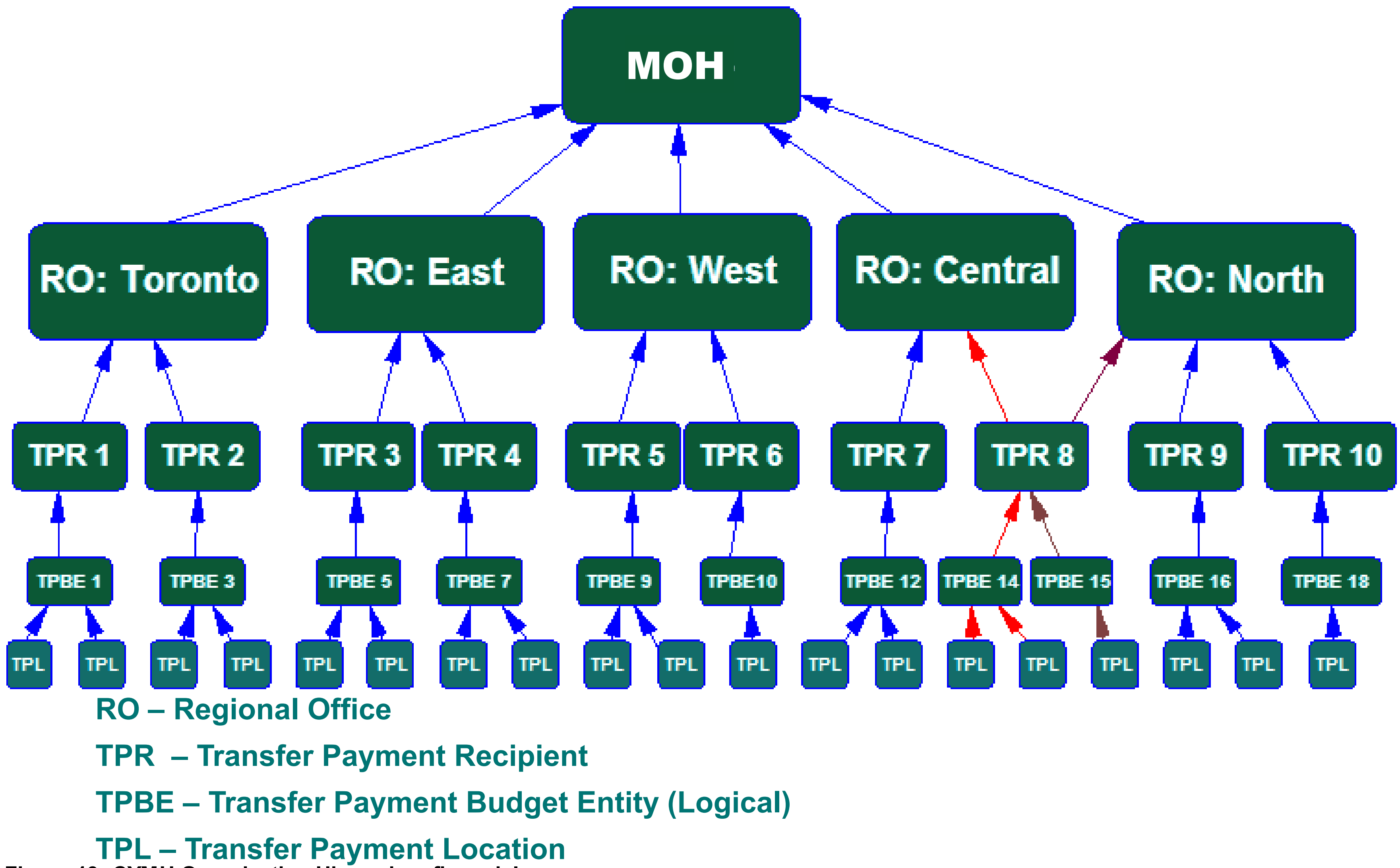


Figure 13: CYMH Organization Hierarchy - financial

7.4 CYMH Financial BAs for Program

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
FN01	(Sub-)Program Identification in IFIS	The id and the official name (label) that uniquely identifies the (Sub-) Program in IFIS.	Child & Family Intervention Services (B091-B245)	
FN02	Program Start Financial Date	The date in the financial calendar when the program started	TBD	
FN03	Program End Financial Date	The date in the financial calendar when the program ended. This date is NULL if the program is in effect.	null	
FN04	Funding Legislation	The legislation for funding of the program	Child and Family Services Act (CFSA)	
FN05	Program Legislated Share Funded by the Ministry	The % that the ministry owner of the program finances the program	N/A	Note: the Ministry does not want agencies to report on activities where there is funding from non-Ministry sources

7.5 CYMH Financial BAs for Reporting

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value	Business Attribute Standard Value Description
FN06	Reporting Period Start Financial Date	The start date in the financial calendar of the reporting period for the CYMH BI Solution purpose.	N/A	
FN07	Reporting Period End Financial Date	The end date in the financial calendar of the reporting period for the CYMH BI Solution purpose.	N/A	
FN08	Reporting Financial Date	The date in the financial calendar when the file with financial data has been sent to CYMH BI Solution.	N/A	

7.6 CYMH Financial BAs for Service

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
FN09	Detail Code Identification	The code and name that identify the service/process in IFIS Subline ID Description: The eight-digit subline and corresponding description from the *Chart of Accounts* Detail Code Description: The three-digit detail code from the Chart of Accounts.	Electronic Manual of Ministry Administration (EMMA) http://intra.smis.css.gov.on.ca/smis/pdfnn/22a_Appendix%20to%20Reports.pdf	IFIS/SMIS

7.7 CYMH Financial BAs for Organization

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
CS11	Regional Office Identification	The id and official name that uniquely identifies a CYMH regional office (RO).	North	http://www.children.gov.on.ca/htdocs/english/about/regionaloffices.aspx
			East	
			Central	
			West	
			Toronto	
FN10	Transfer Payment Recipient (TPR)	The id, name and description of TPR	Electronic Manual of Ministry Administration (EMMA)	
FN11	Transfer Payment Budget Entity (TPBE)	The id, name and description of the TPBE	Electronic Manual of Ministry Administration (EMMA)	
FN12	Transfer Payment Location (TPL)	The id, name and description of the TPL	Electronic Manual of Ministry Administration (EMMA)	Out of scope for rollout #1

7.8 CYMH Financial BAs for Ministry Level

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
	Ministry Level			AC-1A Allocations EMMA – Budget Master File/ Expenditure Worksheet
FN13 (M)	Allocation			Year to Date: although reported quarterly the values are accumulative year to date
FN13a (M)	Fiscal Allocation ($)	Allocations based on a fiscal year period (April 1 to March 31)	N/A	Includes all allocation statuses and types
FN13b (M)	Annualized Allocation	The projected funding provided to each service entity for a full 12-month period. This amount does not include any one-time funding applied in the current fiscal allocation	N/A	Annualized figures ensure that funding will continue at an appropriate level even if an amended ongoing contract or CFSA approval is not available prior to the end of the current term of the budget schedule
FN13c (M)	Calendar Allocation	When the budget period of a contract is Jan1 to Dec 31, the subsidy provided to a service entity calendar year	N/A	
FN13d (M)	School Calendar Allocation	When the budget period of a contract is Sep1 to Aug 31	N/A	
FN14 (M)	Gross Expenditures ($)	EMMA – Budget Master File/ Expenditure Worksheet	N/A	This line is the sum of (Salaries & Benefits), (Transportation and Communication), (Services), (Supplies and Equipment), (Other Transactions). It reflects the total costs for the delivery of a service and may also be useful in analyzing the costs of a unit of service. Although the Ministry may only fund a portion of this total cost, it is important to know the real costs of the service and not just what the Ministry subsidizes.
FN15 (M)	Adjustments			Year End (Q4)
FN15a (M)	Adjusted Service Expenditures ($)	EMMA – Budget Master File/ Expenditure Worksheet		Not in SMIS but could be calculated Adjusted Service Expenditures = Adjusted Gross Expenditures - Allocated Central Administration
FN15b (M)	Allocated Central Administration ($)	EMMA – Budget Master File/ Expenditure Worksheet		
FN15c (M)	Adjusted Gross Expenditures ($)	Adjusted Gross Expenditures = Adjusted Service Expenditures + Allocated Central Administration	N/A	The Adjusted Gross Expenditures are expenditures approved for ministry funding. This is the amount upon which the ministry funding formula is applied. This is determined by taking the Gross Expenditures and applying the appropriate adjustments (e.g., adding or subtracting adjustments/recoveries, offsetting revenue and allocated central administration).

7.9 CYMH Financial BAs for RO Level

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
	Regional Office Level			AC-1A Allocations EMMA – Budget Master File/ Expenditure Worksheet
FN13 (RO)	Allocation			Year to Date: although reported quarterly the values are accumulative year to date
FN13a (RO)	Fiscal Allocation ($)	Allocations based on a fiscal year period (April 1 to March 31)	N/A	Includes all allocation status and types
FN13b (RO)	Annualized Allocation	The projected funding provided to each service entity for a full 12-month period. This amount does not include any one-time funding applied in the current fiscal allocation	N/A	Annualized figures ensure that funding will continue at an appropriate level even if an amended ongoing contract or CFSA approval is not available prior to the end of the current term of the budget schedule
FN13c (RO)	Calendar Allocation	When the budget period of a contract is Jan1 to Dec 31, the subsidy provided to a service entity calendar year	N/A	
FN13d (RO)	School Calendar Allocation	When the budget period of a contract is Sep1 to Aug 31	N/A	
FN14 (RO)	Gross Expenditures ($)	EMMA – Budget Master File/ Expenditure Worksheet	N/A	This line is the sum of (Salaries & Benefits), (Transportation and Communication), (Services), (Supplies and Equipment), (Other Transactions). It reflects the total costs for the delivery of a service and may also be useful in analyzing the costs of a unit of service. Although the Ministry may only fund a portion of this total cost, it is important to know the real costs of the service and not just what the Ministry subsidizes.
FN15 (RO)	Adjustments			Year End (Q4)
FN15a (RO)	Adjusted Service Expenditures ($)	EMMA – Budget Master File/ Expenditure Worksheet		Not in SMIS but could be calculated Adjusted Service Expenditures = Adjusted Gross Expenditures - Allocated Central Administration
FN15b (RO)	Allocated Central Administration ($)	EMMA – Budget Master File/ Expenditure Worksheet		
FN15c (RO)	Adjusted Gross Expenditures ($)	Adjusted Gross Expenditures = Adjusted Service Expenditures + Allocated Central Administration	N/A	The Adjusted Gross Expenditures are expenditures approved for ministry funding. This is the amount upon which the ministry funding formula is applied. This is determined by taking the Gross Expenditures and applying the appropriate adjustments (e.g., adding or subtracting adjustments/recoveries, offsetting revenue and allocated central administration).

7.10 CYMH Financial BAs for TPR/TPBE Level

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
	TPR/TPBE Level			SD-2A, SD-2E, EMMA – Budget Master File/ Expenditure Worksheet
FN13 (TP)	Allocation			Year to Date: although reported quarterly the values are accumulative year to date
FN13a (TP)	Fiscal Allocation ($)	Allocations based on a fiscal year period (April 1 to March 31)	N/A	Includes all allocation statuses and types
FN13b (TP)	Annualized Allocation	The projected funding provided to each service entity for a full 12-month period. This amount does not include any one-time funding applied in the current fiscal allocation	N/A	Annualized figures ensure that funding will continue at an appropriate level even if an amended ongoing contract or CFSA approval is not available prior to the end of the current term of the budget schedule
FN13c (TP)	Calendar Allocation	When the budget period of a contract is Jan1 to Dec 31, the subsidy provided to a service entity calendar year	N/A	
FN13d (TP)	School Calendar Allocation	When the budget period of a contract is Sep1 to Aug 31	N/A	
FN14 (TP)	Gross Expenditures ($)	EMMA – Budget Master File/ Expenditure Worksheet	N/A	This line is the sum of (Salaries & Benefits), (Transportation and Communication), (Services), (Supplies and Equipment), (Other Transactions). It reflects the total costs for the delivery of a service and may also be useful in analyzing the costs of a unit of service. Although the Ministry may only fund a portion of this total cost, it is important to know the real costs of the service and not just what the Ministry subsidizes.
FN15 (TP)	Adjustments			Year End (Q4)
FN15a (TP)	Adjusted Service Expenditures ($)	EMMA – Budget Master File/ Expenditure Worksheet		Not in SMIS but could be calculated Adjusted Service Expenditures = Adjusted Gross Expenditures - Allocated Central Administration
FN15b (TP)	Allocated Central Administration ($)	EMMA – Budget Master File/ Expenditure Worksheet		
FN15c (TP)	Adjusted Gross Expenditures ($)	Adjusted Gross Expenditures = Adjusted Service Expenditures + Allocated Central Administration	N/A	The Adjusted Gross Expenditures are expenditures approved for ministry funding. This is the amount upon which the ministry funding formula is applied. This is determined by taking the Gross Expenditures and applying the appropriate adjustments (e.g., adding or subtracting adjustments/recoveries, offsetting revenue and allocated central administration).

7.11 CYMH Financial BAs for Subline/Detail Code Level

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
	TPR / TPBE / Subline / Detail Code			SD-2A, SD-2E EMMA – Budget Master File/ Expenditure Worksheet
FN16	Service Data	Measure as no. of units (quantity). Total number of clients		YTD, Y/E
FN16a	Service Data Approved Targets	The service target under the service entity for each service data element.	N/A	
FN16b	Service Data Actuals	The actual services for the service entity for each service data element.	N/A	
FN16c	Service Data Variances	The difference between the expected target and the actual for each data element for the service entity.	N/A	

8. CYMH Population Demographics Business Attributes

The source for population demographics attributes is Strategic Information and Business Intelligence (SIBI).

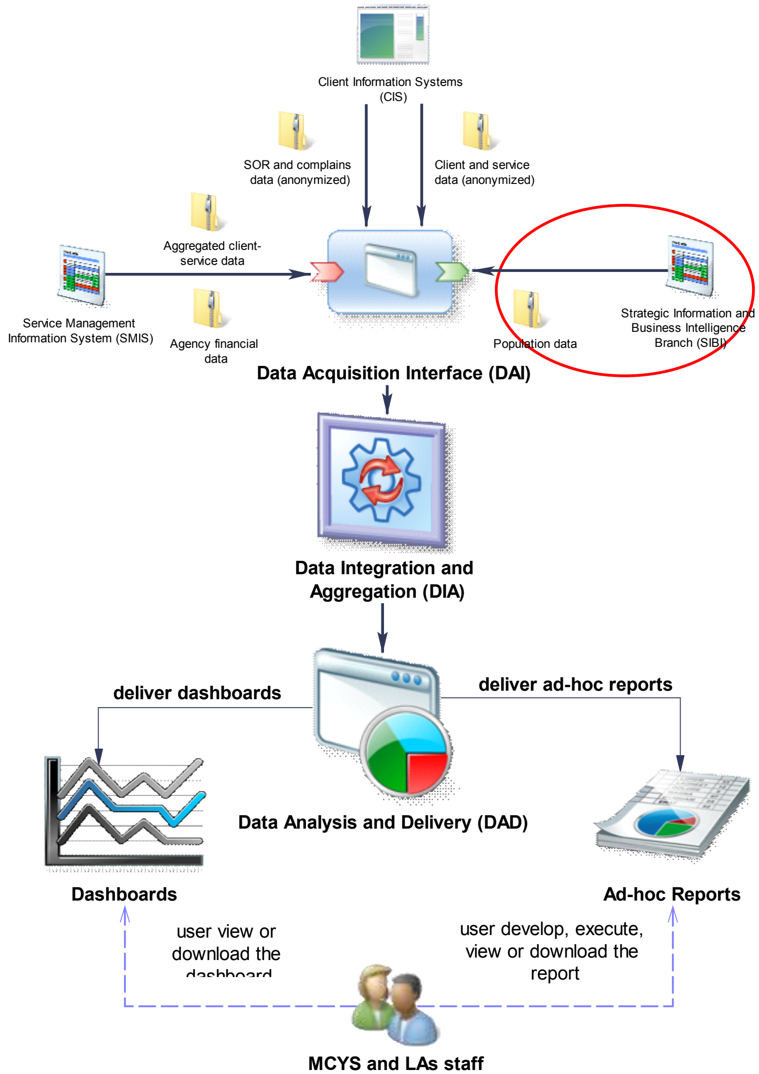


Figure 14: Population demographics data source

8.1 Census Geographical Hierarchy (view of population demographic data)

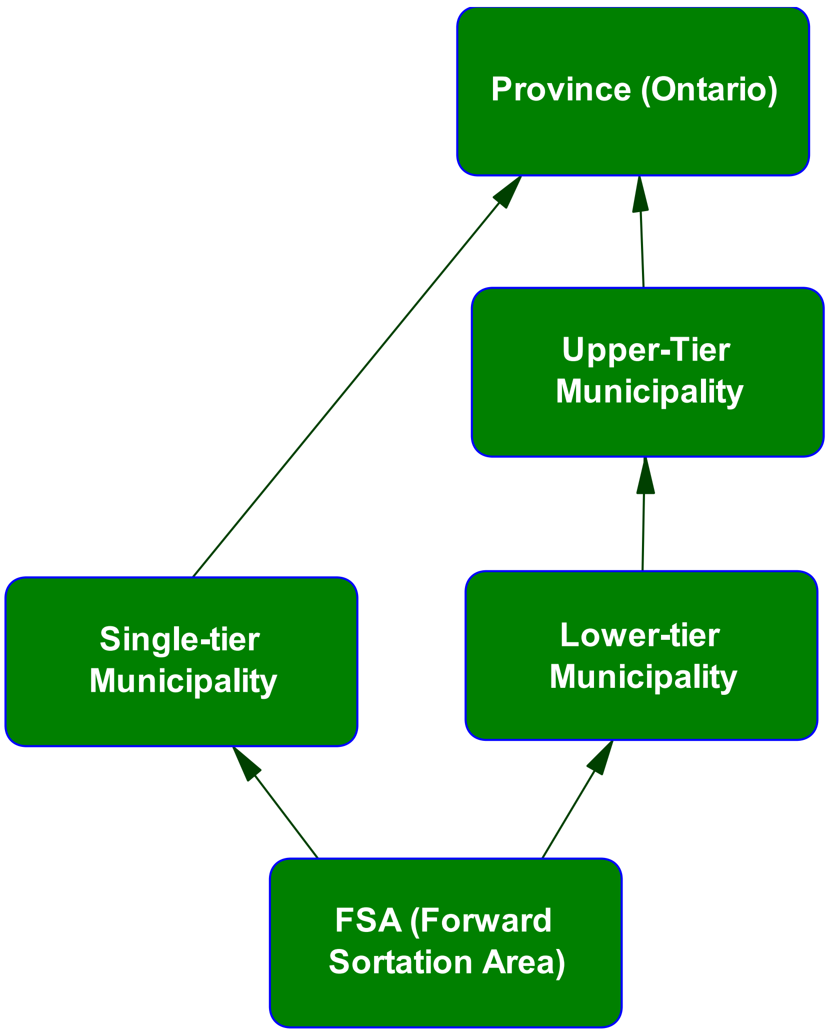


Figure 15: Census geographical hierarchy

8.2 Population Demographics Business Attributes

Code	Business Attribute Name	Business Attribute Description	Business Attribute Standard Value Name	Business Attribute Standard Value Description
PD1	Census Year of Publishing Data	The year when the census data was published		It is assumed that for CYMH BI Solution census data for population demographic is published by Census division of Ontario
PD2	Population Data Type	The census data type could be projected and actual	projected	
			actual	
PD3	Population Estimates Year of Reference for Data	The year that population estimates data is referring (as projected or actual)		
PD4	Census Division of Ontario Identification	The id and the official name (label) that uniquely identifies the Census Division of Ontario.	https://en.wikipedia.org/wiki/Census_divisions_of_Ontario	The census divisions of Ontario are used by Statistics Canada to aggregate census data. With two exceptions,[1] they correspond to Ontario's first-level administrative divisions, of which there are three types: single-tier municipalities, upper-tier municipalities, and districts.
PD5	Type of Census Divisions	The code and name that classifies the Census Division of Ontario	https://en.wikipedia.org/wiki/Census_divisions_of_Ontario#Types_of_census_divisions	
PD6	Population Subject Identifier	The code and name of the census subjects of measurement	Population Demographic	A simple model: subjects of measurement ("Subjects") and their possible demographic breakdowns ("Qualifiers") E.g. Subject: Total Population; Applicable Qualifiers: Sex, Age, etc
PD7	Population Qualifier Identifier	The code and name of the census qualifier of measurement	Age	
			Gender	
PD8	Population Estimates Quantity Measure	The measure that specifies the no. of population per qualified for a specific Census division	N/A	

9. CYMH Performance Indicators (PIs)

Performance Indicators: collect measures of output types. These types of metrics are collected for short-term and intermediate-term, should be developed to demonstrate the achievement of ministry strategies and/or the contribution of ministry strategies to meeting government priorities.

- Efficiency: collects performance indicators that measure the extent to which a strategy (program) is producing its planned outputs in relation to use of inputs.
    - Service Utilization
    - Service Duration
    - Clients Receiving Brief Treatment Requiring No Other Services
- Effectiveness: collects performance indicators that measure the extent to which a strategy (program) is producing its planned outcomes and meeting intended objectives.
    - Access: Wait time for clients receiving services
    - Client perception of the service system
    - Value for investment
- Customer Satisfaction (Responsiveness): collects performance indicators that measure the degree to which the intended recipients or beneficiaries of a product or service indicate that the product or service meets their needs and expectations for quality and efficiency.
    - Clients with positive outcomes
    - Client and/or parent/caregiver perception of positive outcome
    - Number of incidents (including serious occurrence and client complaints)
- Client Centeredness: profiling the client to ensure that the child & youth is at the enter of the CYMH services
    - Proportion of Children and Youth Population Served
    - Profile of Children and Youth Served (age, gender)
    - Profile of Children and Youth with Complex mental health needs

9.1 CYMH PIs Endorsed Minute

- On January 17, 2017 and February 2, 2017, the Technical Sub-Group of the CYMH Data Working Group reviewed the CYMH Performance Indictors (PIs) as originally defined during the 2012-13 Business Architecture Exercise.
- On these dates, the Technical Sub-Group provided feedback to the PIs. That feedback includes language changes for clarity, the removal of some calculated performance measures, and additional calculated performance measures for data collection. This feedback is to be incorporated into the data dictionary which is a critical artifact to be used for the design of the CYMH BI Solution.
- This document entitled “CYMH PIs Endorsed (March 1, 2017) by CYMH Data Working Technical Sub-Group” has a complete list of the CYMH PIs and summary of the changes made to original PIs from 2012-13 Business Architecture Exercise.
- On March 1, 2017, the Technical Sub-Group endorsed the CYMH PI framework for the CYMH BI Solution.
- It was noted that there will be future opportunities to review and refine the PIs.

9.2 CYMH Performance Indicators

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
1. Who are we serving?					
Client Profile					
P1					
P1a	Proportion of children/youth population served	Number of unique children/youth served during the reporting period as a proportion of child/youth population, by community	Numerator = Number of (unique) children/youth served during the reporting period Denominator =Total children/youth population Number of (unique) children/youth served: the total number of unique children/youth who were eligible and consented to receive CYMH services from the core service provider and for whom a record has been created, within one reporting period (i.e., a unique count of open clients whether waiting, receiving or between services). Unique: A child/youth served by multiple core service providers counted only once at SA, RO or Ministry level (uniqueness on the organization hierarchy). A child/youth served through multiple quarters counted only once at year-end or year-to-date (uniqueness on the calendar year hierarchy).	Clarification: the performance indicator does not include the no. of families served as A356 – Targeted Prevention Includes no. of unique children/youth registered for A351 – Family/ Caregiver Skills Building and Support, although the child/youth may not participate in the service but his/her family did. The indicator can be reported at multiple level in the organization hierarchy: province (ministry) level, at regional office level and at service area level (drill-down)	Monitor at community, regional and provincial levels to ascertain reach of program and planning for resources, based on changes in population and/or prevalence estimates

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
1. Who are we serving?					
Client Profile					
P1					
P1b	Number of participants in sessions / workshop / training	The total number of individuals participating in educational sessions/ workshops/ training during the reporting period	The measure is collected at core service provider level (CIS) and sent to BI Solution	Applicable to the following services: A356 Targeted Prevention The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	
P1c	Proportion of prospective children/ youth not eligible for services	Proportion of prospective clients at intake not eligible for services during the reporting period.	Numerator = Number of (unique) children/youth at intake not eligible for service. The intake must occur during the reporting period. Denominator = Number of (unique) children/youth at intake. The intake must occur during the reporting period.	No service specific (intake) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by non-eligibility reason (age, residency or consent).	Monitor at community and regional level to identify barriers to service due to eligibility or lack of information/ understanding re offering

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
1. Who are we serving?					
Client Profile					
P2					
P2a	Profile of children/youth served by gender and age	Number of unique children/youth by gender and age, as a proportion of the total number of unique children/youth served during the reporting period	Numerator = Number of (unique) children/youth served during the reporting period by gender and age Denominator = Number of (unique) children/youth served during the reporting period	Clarification: the performance indicator does not include the children/youth served during A356 – Targeted Prevention The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor proportion of clients by gender receiving different services to determine need for program adjustments.
P2b	Profile of children/youth by need category and level of severity at initial (intake) assessment	Number of unique children/youth by initial need category and level of severity, as a proportion of the total number of unique children/youth served. Initial means the first needs assessment at intake; subsequent needs assessments are not being considered for this indicator. Initial assessment must occur during the reporting period.	Numerator = Number of (unique) children/youth by need category and level of severity assessed at initial (intake) assessment; Denominator = Number of (unique) children/youth served in the reporting period at intake	No service specific (intake) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: - Behavioral Assessed Needs, - Emotional Assessed Needs, - Social Assessed Needs, - Substance Use Assessed Needs, - Trauma Assessed Needs, - Complex Assessed Needs.	Monitor proportion of clients by needs receiving different services to track changes in presenting needs over time to adjust service offerings; track change in severity levels over time (i.e., with earlier intervention severity should decrease).

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
1. Who are we serving?					
Client Profile					
P2					
P2c	Profile of children/youth by need category and severity at discharge assessment	Number of unique children/youth by final need category and level of severity, as a proportion of the total number of unique children/youth served. Final means the last needs assessment at discharge; previous needs assessments are not being considered for this indicator. Final assessment must occur during the reporting period.	Numerator = Number of (unique) children/youth by need category and level of severity assessed at discharge. Discharge must occur during the reporting period. Denominator = Number of (unique) children/youth discharged in a given period. Discharge must occur during the reporting period.	No service specific (discharge) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: - Behavioral Assessed Needs, - Emotional Assessed Needs, - Social Assessed Needs, - Substance Use Assessed Needs, - Trauma Assessed Needs, - Complex Assessed Needs.	

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
1. Who are we serving?					
Client Profile					
P3					
P3	Average ages of children/youth at intake	Average age of children/youth at intake.	Numerator = Total ages of all clients at intake. Intake must occur during the reporting period. Denominator = Number of (unique) children/youth at intake. Intake must occur during the reporting period The child/youth age is to be considered at the end of the reporting period in case that child/youth's birthday occurs during the reporting period.	No service specific (intake) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: -clients who are between ages of 0-5, -clients who are between ages of 6-10, - clients who are between ages of 11 -14, - clients who are between ages of 15-18.	Monitor at community, regional and provincial levels for changes in average age at intake over time, with trending to younger ages providing evidence of earlier intervention occurring.

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
1. Who are we serving?					
Client Profile					
P4					

P4a	Profile of children/youth with complex mental health needs served	The proportion of children/youth with complex mental health needs (as per PGR) served as a proportion of total number of unique children/youth served during the reporting period. PGR extract: "Children and youth with multiple and/or complex special needs are those children and youth who may need multiple specialized services (e.g., rehabilitation services, autism services or respite care) due to the depth and breadth of their needs. They may experience challenges related to multiple areas of their development, including their physical, communication, intellectual, emotional, social and/or behavioural development and require services from multiple sectors and/or professionals. They are also likely to have ongoing service needs. Children and youth with multiple/or complex special needs are a subset of the population of children and youth with special needs."	Numerator = The number of unique children/youth with complex mental health needs, as evaluated by staff working children/youth, served during the reporting period Denominator = The number of unique children/youth served during the reporting period	Clarification: the performance measure does not include the children/youth served during A356 – Targeted Prevention Clarification on assessment: check all assessments completed for a child/youth by the end of reporting period Clarification on service inclusion: include all services except A356 received by a child/ youth by the end of reporting period The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: - clients with complex needs receiving Intensive services - clients with complex needs receiving Specialized Consultation / Assessment services	Monitor at community, regional and provincial levels to track change in severity levels over time (i.e., with earlier intervention severity should decrease)

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
1. Who are we serving?					
Client Profile					
P4					
P4b	Proportion of high risk children/youth served at intake	The number of unique children/youth classified as high risk at intake, as a proportion of total number of unique children/youth at intake. Note: Determined by child/youth worker, is not derived - risk of harm to self - risk of harm to others - in immediate need of hospitalization	Numerator = The number of unique children/youth classified as high risk at intake. Intake must occur during the reporting period. Denominator = The number of unique children/youth at intake. Intake must occur during the reporting period.	No service specific (intake) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community and regional level to track shifts in high risk needs and potential adjustments to service offerings

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
2. What are we providing?					
Efficiency					
P5					
P5a	Service Utilization (per core service)	Proportion of children/youth by each core service, as a percentage of all children/youth served during the reporting period	Numerator = Number of (unique) children/youth by each core service served during the reporting period; Denominator = Number of (unique) children/youth served during the reporting period	Clarification: the performance measure does not include the children/youth served during A356 – Targeted Prevention The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: A348 – Brief Services, A349 – Counselling/Therapy Services, A350 – Crisis Services, A353 – Intensive Treatment Services, A355 - Specialized Consultation and Assessment Service A351 – Family/ Caregiver Skills Building and Support	Snapshot breakdown at community, regional and provincial levels of services provided to monitor trends in types of services provided over time to inform service system planning and changes to program design

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
2. What are we providing?					
Efficiency					
P5					
P5b	Intensive Service Utilization (per sub-service of Intensive Treatment Services)	The proportion of intensive spaces being utilized in a given period for a) residential beds b) day treatment placements.	On hold; calculation TBD Information includes weekly counts and locations of available beds and placements. Numerator: Number of filled residential beds; Denominator: Total number of residential beds Numerator: Number of filled day treatment spaces; Denominator: Total number of day treatment spaces	Applicable core services: A353 – Intensive Treatment Services	Monitor at community, regional and provincial levels percentage of available residential bed and day treatment capacity utilized (efficiency measure)

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
2. What are we providing?					
Efficiency					
P6					
P6a	Service Duration (per core service)	The average length of time between service start date and service end date, by service	Numerator = The length of time between service start date and service end date, by service. The service end date must be during reporting period. Denominator = Number of (unique) children/youth, by service, that ends the service in the reporting period	Clarification: the performance measure does not include the children/youth served during A356 – Targeted Prevention The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: A348 – Brief Services, A349 – Counselling/Therapy Services , A350 – Crisis Services, A353 – Intensive Treatment Services, A355 - Specialized Consultation and Assessment Service A351 – Family/ Caregiver Skills Building and Support	Monitor at community, regional and provincial levels to identify trends in average length of time in service by service type to inform service delivery and program design

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
2. What are we providing?					
Efficiency					
P6					
P6b	The average direct service hours received (per core service)	The average no. of direct service hours received by child/youth per active children/youth (per core service)	Numerator = The number of direct service hours the client received, by each core service, during reporting period. The numerator is collected at core service provider level (CIS) and sent to BI Solution. Denominator = Number of (unique) children/youth, by service, during reporting period.	Clarification: the performance measure does not include the children/youth served during A356 – Targeted Prevention The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: A348 – Brief Services, A349 – Counselling/Therapy Services , A350 – Crisis Services, A353 – Intensive Treatment Services, A355 - Specialized Consultation and Assessment Service A351 – Family/ Caregiver Skills Building and Support	

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
2. What are we providing?					
Efficiency					
P6					
P6c	Direct service hours delivered by staff (per core service)	The total number of hours of "direct" service provided by staff to individuals, by each core service, during reporting period.	The measure is collected at core service provider level (CIS) and sent to BI Solution The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: 1 hour of group service with 5 participants equals one hour of direct service hour.	Clarification: the performance measure does not include the children/youth served during A356 – Targeted Prevention The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down) The PI reported by: A348 – Brief Services, A349 – Counselling/Therapy Services , A350 – Crisis Services, A353 – Intensive Treatment Services, A355 - Specialized Consultation and Assessment Service A351 – Family/ Caregiver Skills Building and Support	
P6d	Indirect service hours delivered by staff		On hold; calculation TBD The measure is collected at core service provider level (CIS) and sent to BI Solution		

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
2. What are we providing?					
Efficiency					
P7					
P7	Proportion of children/youth receiving brief treatment requiring no other services	Proportion of children/youth that received brief treatment that require no further services (exit cohort), as a percentage of all children/youth receiving brief treatment	**Numerator =** The number of children/youth that received brief services only. The brief service has completed and the client has been discharged during the reporting period. **Denominator** = Number of (unique) children/youth receiving brief services. This can be the brief service only, or, the brief service with other services.	Applicable core services: A348 – Brief Services The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well are we serving children, youth and families?					
Responsiveness					
P8					
P8a	Clients with Positive Outcomes	Proportion of children/youth with positive response to treatment during reporting period (exit cohort) as identified by child/youth worker.	Numerator: The unique number of children/youth to whom an assessment was conducted at discharge by the child/youth worker. The child/youth worker identifies that the child/youth has a positive response to the treatment. The child/youth discharge date is during the reporting period. Denominator: The unique number of children/youth to whom an assessment was conducted at discharge by child/youth worker. The child/youth discharge date is during the reporting period.	No service specific (discharge) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community, regional and provincial levels percentage of clients demonstrating positive outcomes to services/treatment

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well are we serving children, youth and families?					
Responsiveness					
P8					
P8b	Proportion of children/youth with positive outcomes as identified by standardized assessment tool	Proportion of children/youth with whom a validated tool completed at start of service and discharge, and use of the tool indicated a positive outcome at discharge (also known as a pre/post using a standardized measure)	Numerator = The number of children/youth with whom a validated tool was completed at start of service and discharge, and use of the tool indicated a positive outcome at discharge. Denominator = The number of children/youth with whom a validated tool was completed at start of service and discharge	No service specific (discharge) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well are we serving children, youth and families?					
Responsiveness					
P9					
P9	Proportion of survey responses with positive perception of the outcome	Proportion of survey responses with positive perception of the child/youth outcome. It is subjective and based on children/youth (or caregiver) perception of: • Reduction in level of needs; or • Improvement in level of strengths; or • Many treatment goals successfully attained (at least 50%)	Numerator: The number of survey responses (anonymous) in a consistent method (by example, a consistent feedback form, verbal questionnaire, or app) at discharge who indicated their experience of service resulted in an outcome that was positive. It is subjective and based on caregiver or youth perception of: • Reduction in level of needs; or • Improvement in level of strengths; or • Many treatment goals successfully attained (at least 50%) Denominator: The number of survey responses (anonymous) from whom feedback was received in a consistent method at discharge. The numerator and denominator determined at CSP level and sent to BI Solution.	No service specific (discharge) The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community, regional and provincial levels the percentage of clients (self or parent) reporting positive outcomes as a result of service to demonstrate results

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well are we serving children, youth and families?					
Safety					
P10 - SOR & Complaints data at the level of the children/youth out of scope due to security and privacy concerns					
P10a	Number of children/youth with serious occurrence reports or complains	The unique number of children/youth with serious occurrence reports and/or complains during reporting period, by type (SOR or compliant). The number of children/youth with serious occurrence report is different from the no. of SOR incidents. One SOR incident may be associated with multiple children/youth or no children/youth	The unique number of children/youth with serious occurrence reports and/or complains during reporting period	No service specific The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community, regional and provincial levels to track number of clients with serious occurrence reports and/or complains over time as a measure of service system performance
P10b	Number of children/youth with complaints (used to inform P10a) by category	The unique number of children/youth with complaints during reporting period by category (e.g. Service, Worker, Agency, System, Other)	The unique number of children/youth with complaints during reporting period by category (e.g. Service, Worker, Agency, System, Other)	No service specific The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	
P10c	Number of children/youth with serious occurrence reports (SOR) (used to inform P10a)	The unique number of children/youth with SOR during reporting period by category	The unique number of children/youth with SOR during reporting period by category	No service specific The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
4. How well is the system performing?					
Access					
P11					
P11a	Average service latency	Average length of time that children/youth waited to start services during reporting period	Numerator: total number of calendar days children/youth have been waiting (i.e., from initial contact date to service start date) for each service that started during the reporting period (exit cohort from waiting list) Denominator = Number of (unique) children/youth waiting for specific treatment services during the reporting period	Applicable core services: A348 – Brief Services, A349 – Counselling/ Therapy Services, A350 – Crisis Services, A353 – Intensive Treatment Services A355 - Specialized Consultation and Assessment Service The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community, regional and provincial levels for trends in wait times for specific services over time, as a measure of service system effectiveness; Capture for brief and crisis services initially during introduction of core services only, to ensure clients are not waiting for these services
P11b	Average children/youth time on service waitlists	The average amount of time that clients were on waitlists, for services that started during the reporting period.	Numerator: total numbers of calendar days children/youth have been on the waitlist (i.e., from waitlist in date to waitlist out date) for each service that started during the reporting period; Denominator: Number of (unique) children/youth that were on the waitlist and started to be served during the reporting period.	Applicable core services: A348 – Brief Services, A349 – Counselling/ Therapy Services, A350 – Crisis Services, A353 – Intensive Treatment Services A355 - Specialized Consultation and Assessment Services The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community level to identify lags during intake process contributing to lengthy wait times

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well is the system performing?					
Access					
P11					
P11c	Length of wait-list	The unique number of children/youth on a service wait list during reporting period	The unique number of children/youth on a service wait list during reporting period.	Applicable core services: A348 – Brief Services, A349 – Counselling/ Therapy Services, A350 – Crisis Services, A353 – Intensive Treatment Services The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community and regional level trends in demand for different services over time in order to adjust resources accordingly

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well is the system performing?					
Effectiveness					
P12					
P12a	Proportion of survey responses with positive perception of the service system	Proportion of survey responses who reported positive experience with the service system at end of service (discharge). Positive experience of the service system is subjective and based on caregiver/youth perception of: (1) Reasonable length of time waiting for service; or (2) Extent to which service plan was integrated and coordinated; or (3) Client/caregiver was involved in key service-related decisions; or (4) Transitions/referrals were supported and timely	Numerator: the number of survey responses who reported positive experience with the service system at end of service (once service plan is complete and/or discharge is planned). Positive experience of the service system is subjective and based on caregiver/youth perception of: Reasonable length of time waiting for service; and/or Extent to which service plan was integrated and coordinated; or Client/caregiver was involved in key service-related decisions; or Transitions/referrals were supported and timely Denominator: The number of survey responses from whom feedback was received in a consistent method (by example, a consistent feedback form, verbal questionnaire, or app) at discharge. The numerator and denominator determined at CSP level and sent to BI Solution. TPBP CPOSEX# for A354 / MHENDCY# for A354	No service specific The indicator can be reported at multiple levels in the organization hierarchy: province (ministry) level, at regional office level, service area level and core service provider (drill-down)	Monitor at community, regional and provincial levels to assess degree to which service experience is perceived positively

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well is the system performing?					
Effectiveness					
P12					
P12b	Proportion of children/youth requiring transitions	The proportion of children/youth discharged during the reporting period and transitioning to other service providers by Transition Service Provider Type.	Numerator = unique number of children/youth discharged during the reporting period and transitioning to other service provider by Transition Service Provider Type. Denominator = unique number of children/youth discharged during the reporting period and transitioning to another service provider	No service specific The indicator can be reported at multiple level in the organization hierarchy: province (ministry) levels, at regional office level, service area level and core service provider (drill-down)	Monitor at community, regional and provincial levels to identify trends in need for transition to other sectors/providers over time

Code	Output Measure Name	Output Measure Description	Output Measure Calculation	Applicable to Business Process / Service / Tool	Interpretative Utility
3. How well is the system performing?					
Effectiveness					
P13 (see appendix F for more details regarding Financial Performance Measure of Not-For Profit Organizations)					
P13a	Value for Investment	Initially - Total dollars invested in the program over time; Future - analysis would take into account number of clients served, varied levels of needs, severity and outcomes to determine value for investment .	On hold; calculation TBD	No service specific – program level	Monitor at community, regional and provincial levels to determine unit cost of services which can vary by client profile, taking into account results achieved
P13b	Proportion of administrative expenses	Proportion of administrative expenses	Numerator: Allocated Central Administration ($) for the reporting period (quarter) Denominator: Gross Expenditures ($) for the reporting period (quarter)	No service specific – TPR level	
P13c	Growth of program expenses (or Variance to Budget)	Percent variance between expenses to date vs budgeted expenses	On hold; calculation TBD	No service specific – TPR level	

P13d	Program Output Index: Cost per Client	Program Output Index: Cost per Client	Numerator: Gross Expenditures ($) for the reporting period (quarter) Denominator: Number of Unique children/youth served during the reporting period (quarter). Child/youth served includes the children/youth in all statuses except the not eligible or not consent for services (same as P1a numerator).	No service specific – TPR level	
P13e	Financial Risk	Non-Ministry revenue divided by total TPR revenue	On hold; calculation TBD	No service specific – TPR level	
P13f	Financial Sustainable Indicator	Financial Sustainable Indicator	On hold; calculation TBD	No service specific – program level	

Appendices are available by emailing centre@cheo.on.ca.

- **Appendix A: CYMH Client-Service Business Processes**
- **Appendix B: CYMH Client Needs Category and Sub-Category**
- **Appendix C: SOR Guidelines**
- **Appendix D: SOR Category and Sub-Category**
- **Appendix E: CYMH TPBP Business Processes**
- **Appendix F: Financial Performance Measure of Non-For-Profit Organizations**
- **Appendix G: CYMH Performance Indicators Mapping to Business Attributes**
- **Appendix H: Gold Standard Record**
- **Appendix I: CS 58 – Consent to Share**