

Covering the Bases

An NGO's approach to measuring outcomes

Connect

- Providing Mental Health Services since 1993
- Large NGO (80 staff; 400 clients)
- Residential Rehab; Community Support; Packages of Care; Dual Diagnosis Program; Employment Support; and Peer Support.

Outcome Measurement - Stakeholder Views

- Ministry
- NGO Sector
- Service users
- Connect staff

Readiness Assessment

From Psychiatric Rehabilitation Measures readiness for change across 5 areas:

- Need for Change
- Commitment to Change
- Environmental Awareness
- Self Awareness
- Personal Closeness

Connect - Readiness Assessment Jan 2007

- Need for Change: 3
 - Commitment to Change: 1-2
 - Environmental Awareness: 1-2
 - Self Awareness: 3
 - Personal Closeness: 3
- Assessment: Develop Readiness

Developing Readiness

- Need for Change
- Commitment to Change
- Environmental Awareness
- Self Awareness
- Personal Closeness

Connect: Criteria for choosing tools

- 1. Inclusive Language**
- 2. Easily Communicated**
- 3. Easily Collected**
- 4. Inclusive Process**
- 5. Improve practice**
- 6. Diverse Range**

Connect - Readiness Assessment Nov 2008

- Need for Change: 4
 - Commitment to Change: 3-4
 - Environmental Awareness: 3
 - Self Awareness: 4
 - Personal Closeness: 4
- Assessment: Ready

Current Outcome Measures

- Client & Family surveys
- Readiness Assessment
- HoNOS
- Severity of Dependence Scale (SDS)