

A560
Mobile Crisis

Data Element Definitions

Toronto
2013-2014

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***Notes:** 1) All data elements are reported quarterly. The reports must arrive at the Regional Office 30 days after the end of the 1st, 2nd and 3rd quarters, and 45 days after the end of the 4th quarter.

2) Cumulative reporting refers to year-to-date.

Example: Ten individuals were served in the 1st quarter and 6 individuals were served in the 2nd quarter. The total reported for the 1st quarter is 10 and the total reported for the 2nd quarter is 16.

3) Data Elements are to be collected at all service delivery.

4) Statistics reported should only be applicable to the services funded under this particular detail code.

Data Element Label	INDSER#
Data Element Name	Number of Individuals Served
Detail Code	A560 – Mobile Crisis
Ministry Definition	The number of individuals for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year. This is a cumulative number and an individual is reported in the initial quarter in which he/she received services and counted once during the fiscal year. For example, in the first quarter if 15 individuals received service this would be reported at the end of June (end of the first quarter). If 5 additional new individuals received service during the second quarter a total of 20 individuals would be reported at the end of September (end of the second quarter).
Further Definition	An individual is considered served at the point at which he or she begins receiving the <u>approved service</u> . The approved service is defined as the service for which the agency receives funding. *Note: The approved service is specific to the agency and may or may not include the following components: intake, assessment, core service, aftercare. Only individuals that are <u>actively</u> receiving service (i.e., have been engaged in the approved service during the specified time period) should be counted; furthermore, only the <u>identified</u> client(s) is to be counted as an individual(s) served. The identified client(s) is the person(s) for whom the care or service is intended or targeted. A given individual is counted only once during the fiscal year, regardless of whether a new case is opened, or an existing case is re-opened, during the same fiscal year.
Examples	Example 1: A client’s case is closed in the 4th quarter of a given fiscal year. In the 1st quarter of the following fiscal year, this client is the recipient of aftercare services. This client is considered an Individual Served in the new fiscal year <u>if</u> aftercare is deemed to be part of the approved service. Example 2: A client’s case is open but there is no contact between the service provider and the client during the 1st quarter of a given fiscal year. This client is not considered to be actively receiving service during this time period and so is not counted as an Individual Served in the 1st quarter. Example 3: A client’s case is closed during the 2nd quarter of a given fiscal year. In the 4th quarter of the same year, the file is re-opened. This client is not counted again in the 4th quarter as he or she has already been counted once during the current fiscal year. Example 4: A program has a target group of child and parent/caregiver thus focusing on the interaction between parent/caregiver and child. In this instance, both the child and parent/caregiver are the targeted individuals and should both be included in the Individual Served count.
Reporting	Cumulative

Data Element Label	HOUDIRS#
Data Element Name	Number of Hours of Direct Service
Detail Code	A560 – Mobile Crisis
Ministry Definition	<p>The total number of hours of “direct” service provided by staff to individuals during the fiscal year.</p> <p>“Direct” hours: The hours spent actually interacting with the individual, 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. (not the administrative support to the service).</p> <p>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 1 hour of direct service. (Note: each individual in the group is recorded under ‘no. of individuals served’ where there is a record).</p>
Further Definition	<p>Count of all time spent in activities with client/individual <u>present</u>, including direct telephone contact with the client. Individual and group direct service hours, including structured service hours, informal discussion time, outreach hours, intake hours, aftercare hours, travel time <u>with</u> client present and hours spent on email <u>for programs/services where email is the service delivery medium</u> (i.e., email help-line), are included in this count. For group service, hours should be counted per group and not per person. Time should be rounded <u>up</u> to the nearest 5-minute interval.</p> <p>Where a supported person is not directly engaged (e.g., if sleeping), if the primary purpose of a staff person’s presence is to be available for the direct support, count the time as direct support hours regardless of what other duties are performed during that time.</p> <p>All time spent in activities with client not present and hours spent reading and/or responding to email messages for a non email-based program/service are not included in this count.</p> <p>*Note: A person does not need to be registered for hours spent interacting with him or her to be counted.</p>
Example	<p>Example: Two staff members provide 3 hours of direct service to a group of 10 individuals. This counts as 3 hours of direct service. <i>In other words, this total is not a count of the hours of staff time (i.e., 6), nor is it a cumulative count of time per person (i.e., 30); rather it is the number of hours of direct service to the group of program participants.</i></p>
Reporting	Cumulative