

Community Support Services & Mental Health:

AN EVALUATION OF THE EFFECTIVENESS OF
TURNING LEAF SERVICES INC.

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What is Mental Illness?

“Mental illness is associated with impaired functioning along with significant levels of distress. Mental illnesses can create alterations in thought, mood or behaviour, or a combination of these things”

-Public Health Agency of Canada

Mental Illness in Canada

- **1/5** Canadians today are likely to experience a diagnosable mental illness
- In contrast to public belief, mental illness can affect anyone regardless of:
 - intelligence,
 - social class or;
 - income level.

Effects of Mental Illness

- **Primary Effects**
 - Impaired Relationships
 - Social and work functioning
 - Brings people in contact with the law (in extreme cases)

Effects of Mental Illness

- **Secondary Effects**

- Families face difficult decisions regarding
 - Treatment
 - Hospitalization
 - Housing
- In addition, families are faced with a financial burden as a result of
 - Purchasing Medications
 - Requesting time off work
 - Searching for extra support

Mental Illness and Stigmatization

Stigma often causes people to:

- delay seeking health care
- avoid following through with recommended treatment
- avoid sharing their concerns with their social network

The isolating outcome of stigma sometimes leads to cases of suicide among the mentally ill population

Results of a survey conducted by the Public Health Agency of Canada (2006), showed that;

53.5 % of respondents said that they were embarrassed by their diagnosis

54.3 % of respondents faced discrimination due to their mental illness

Community based approaches to help those with a mental disorder usually focus on:

- Making and maintaining healthy connections with others
- Making healthy lifestyle changes
- Readjusting to the community after a period of hospitalization or incarceration



Mission statement

- Make connections
- Support healthy change
- Share hope

Programs offered by Turning Leaf

- Community Support Program
- Day Services
- Community Outreach - Crisis Stabilization
- Residential Support Program

Summary of Project

A quantitative evaluation

Effectiveness based on:

- Client and Staff opinions
- Analysis of client goal attainment
- A cost-benefit analysis

Methodology

Survey Questionnaires

- Client
- Staff

Consultation of Client Files

- Client Behaviour and Goal Achievement

Cost Analysis

- Specific Program Costs
- Cost of Clients
- Compare Cost to Alternatives

Findings: Client Survey

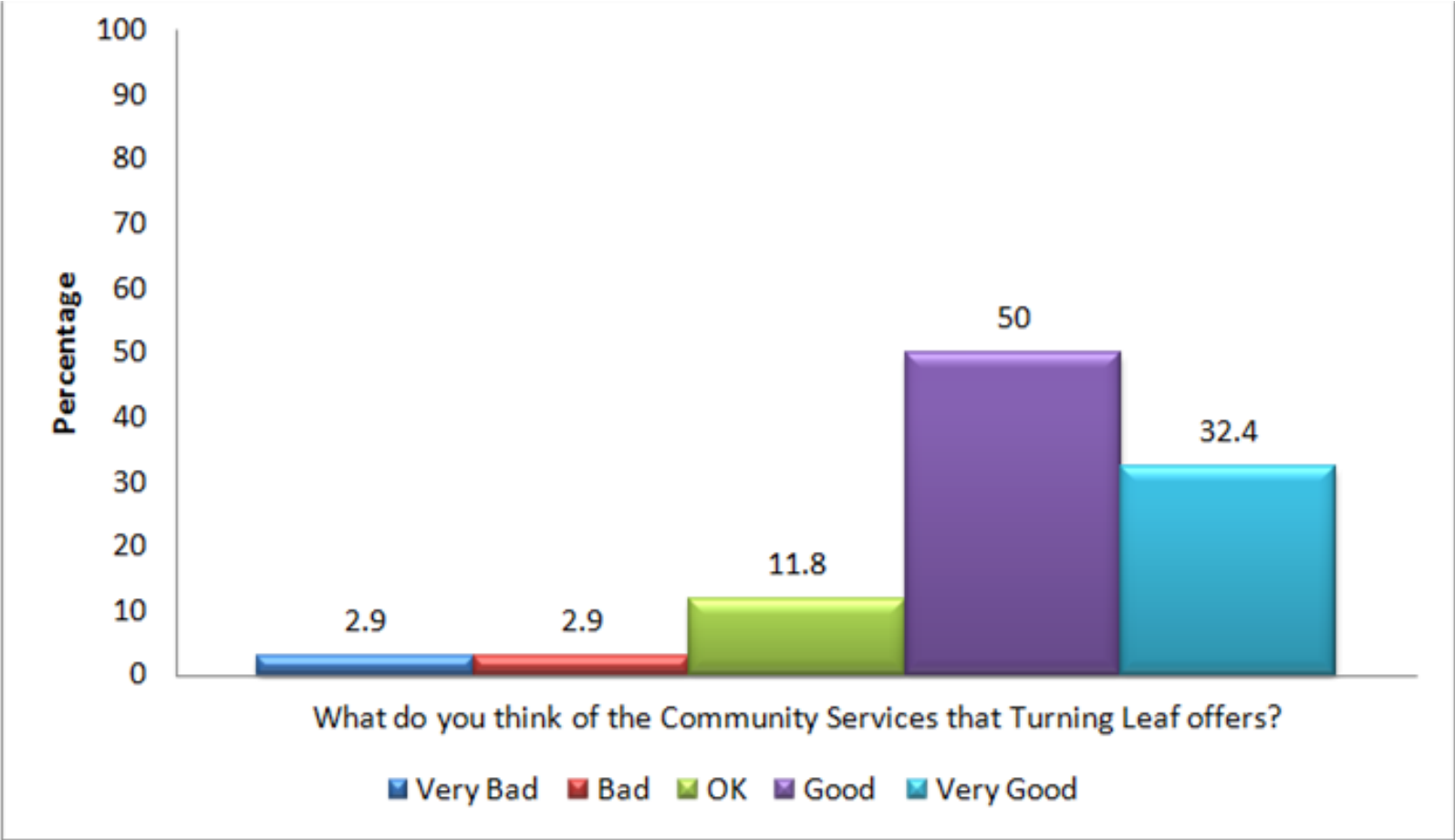
35 Clients of Turning Leaf completed a questionnaire

Overall opinions:

- **97.1%** like going to Turning Leaf
- **100%** think Turning Leaf helps them
- **80%** of clients rated Turning Leaf as “good” or “very good”

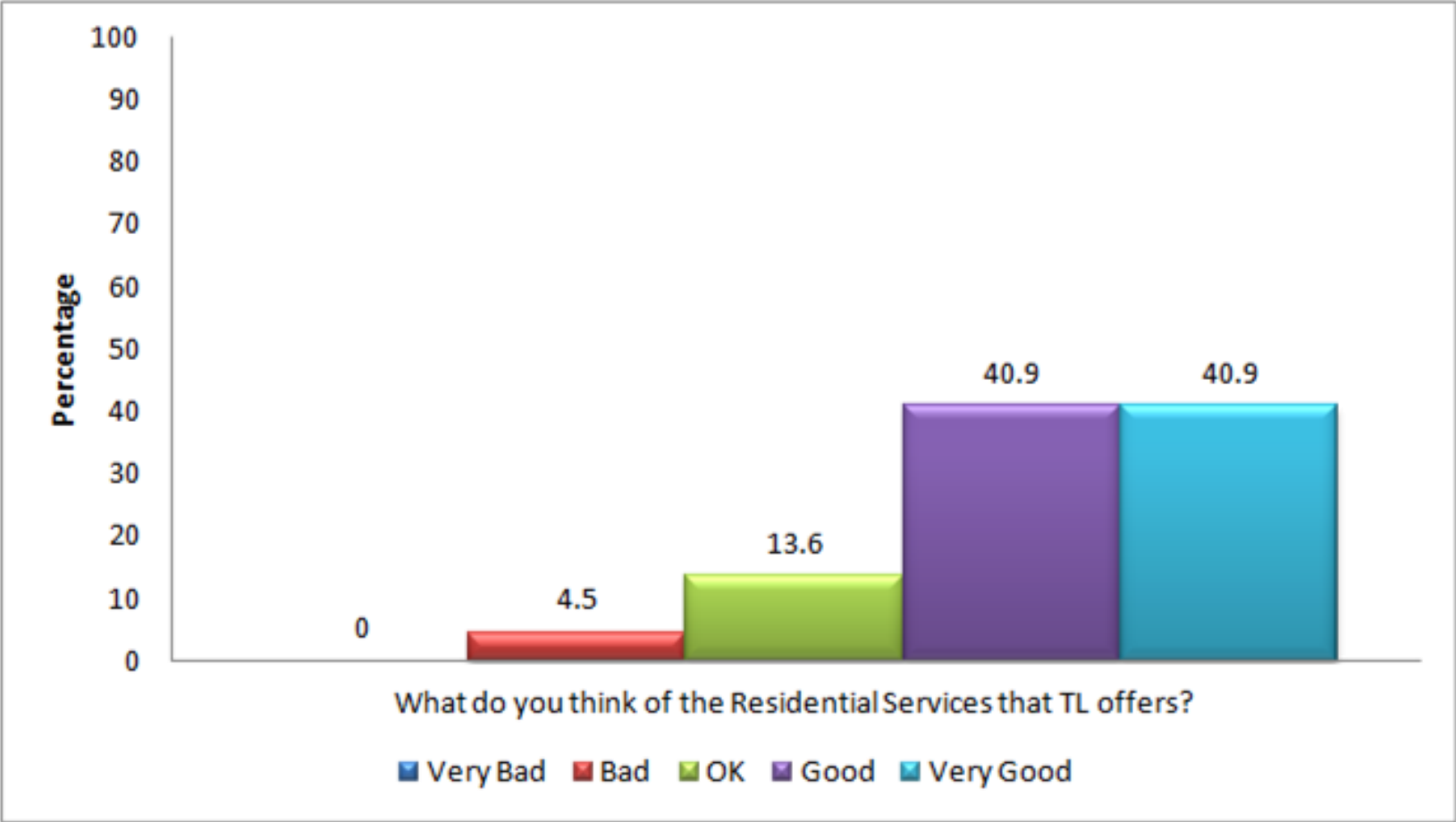
Findings: Client Survey

Perceptions of Clients in Regard to Turning Leaf's Community Support Program (n=34)



Findings: Client Survey

Perception of Clients in Regard to Turning Leaf's Residential Support Program (n=34)



Findings: Staff Survey

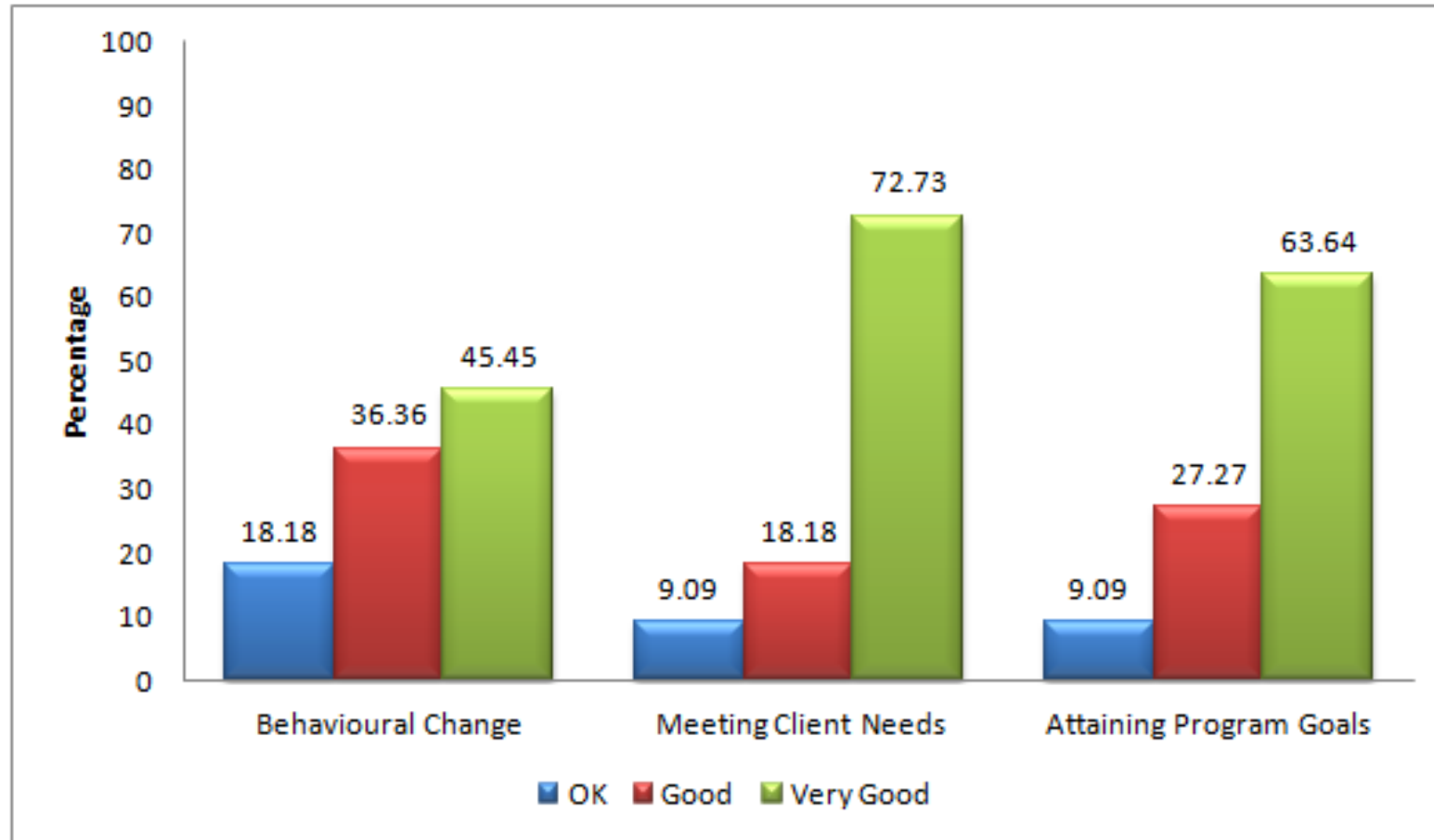
35 of Turning Leaf Staff Members completed a questionnaire

Overall Opinions:

- **61.8%** have worked for Turning Leaf between 2 to 5 years
- **34%** work for the Residential Support Program, and **34.38%** work for the Community Support Program
- **87.9%** of staff agreed that the Turning Leaf training provided them with the proper tools and knowledge to perform their duties
- **72.8%** agree that Turning Leaf is successful in providing services to its clientele
- **71.9%** agreed that Turning Leaf is receiving expected results from its programs

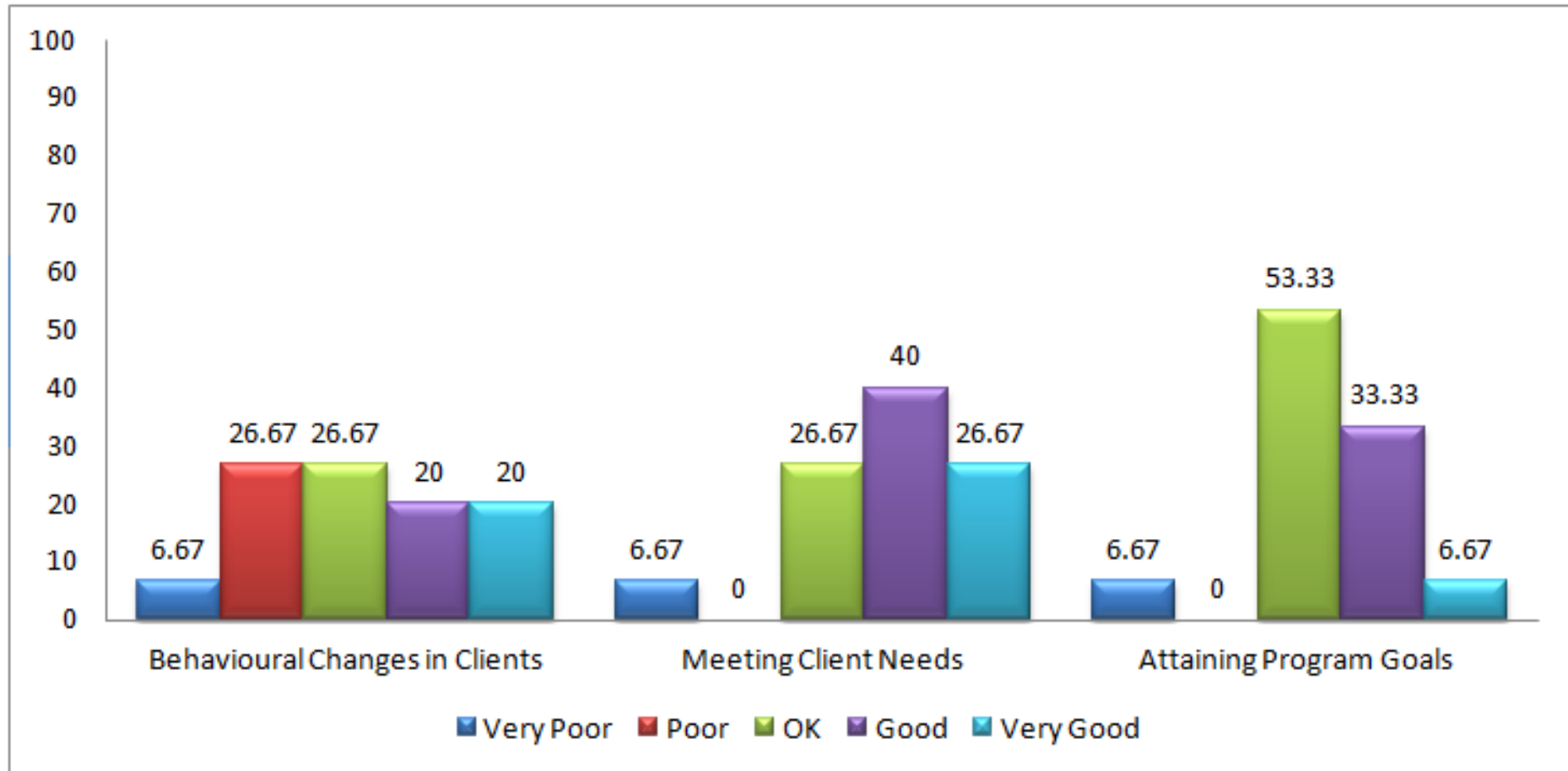
Findings: Staff Survey

Perceptions of the Community Support Program Staff (n=11)



Findings: Staff Survey

Perception of Staff in Regard to Turning Leaf's Residential Support Program (n=15)



Findings: Staff Survey

Are there any new client needs that have arisen since you have started working at Turning Leaf?

- Needs are addressed by staff as they arise and are specific to each client
- There is a need for more programs
- There is a need for more housing

Findings: Staff Survey

Do you find that Turning Leaf Inc. could be more effective in any sense?

- Improvement in Management
- Improvement in communication between the head office and staffing locations
- More training is needed for staff

Findings: Staff Survey

Are there any challenges in delivering programs to clients?

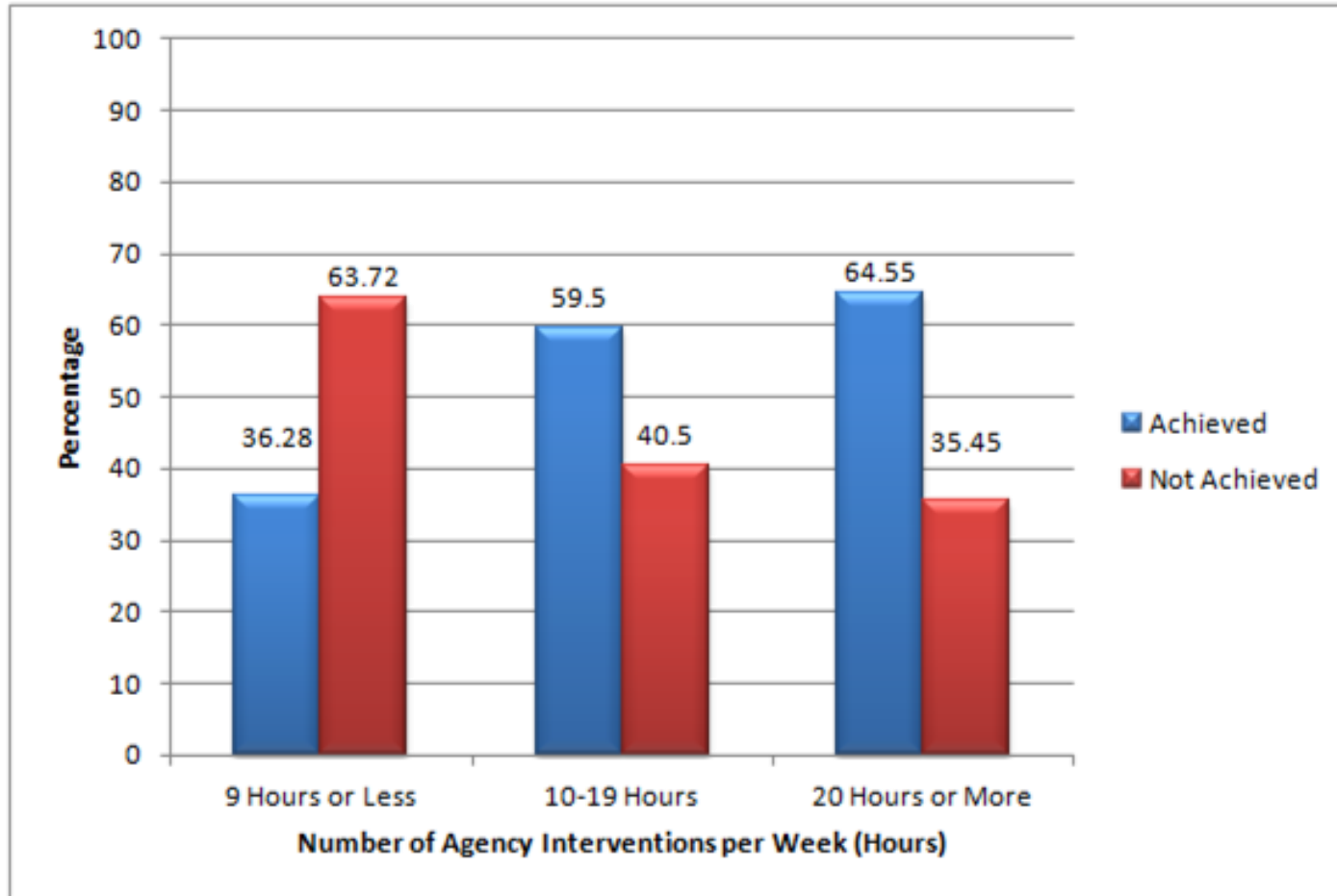
- Lack of funding
- Understaffed and lack of appropriate training
- Clients are not always interested in the support available

Findings: Client Files

Key Area of Support	Percentage of Goals Achieved	Percentage of Goals Not Achieved	Percentage of Goals Undetermined
Community Integration	30.5%	30.5%	39%
Behavioural Concerns	48.2%	11.1%	40.7%
Daily Living Skills	37.2%	46.2%	16.6%
Employment and Education	20.8%	41.7%	37.5%
Shelter and Housing	62.5%	31.3%	6.2%
Medical and Psychiatric	58.3%	8.3%	33.4%

Findings: Client Files

Correlation between the Number of Agency Interventions and the Amount of Goals Achieved (n=11)



Findings: Program Costs

Distribution of Funding

Overall Organizational Costs: \$7,958,123.42

Direct Program Costs: \$6,328,123.42

	Percentage of Direct Program Costs	Percentage of Overall Organizational Cost
Residential Support Program	66.85%	53.16%
Community Support Program	24.30%	19.32%
Day Services	8.85%	7.04%

Findings: Cost of Turning Leaf Clients

TURNING LEAF SERVICES INC.					
	Average Goal Achievement Rate (Percentage)	Average Daily Cost	Average Weekly Cost	Average Monthly Cost	Average Yearly Cost
Low Risk (10 Hours or Less per Week)	39.34%	\$43.99	\$219.95	\$879.80	\$7,918.20
Medium Risk (11-20 Hours per Week)	37.02%	\$104.16	\$520.79	\$2,083.17	\$18,748.44
High Risk (21 Hours or More per Week)	80.65%	\$326.19	\$1,630.94	\$6,523.76	\$78,285.20

Findings: Cost for Alternatives to Community Based Approaches

ALTERNATIVES TO THE COMMUNITY-BASED APPROACH					
		Average Daily Cost	Average Weekly Cost	Average Monthly Cost	Average Yearly Cost
Incarceration	Federal Inmate	\$357.00	\$2,499.00	\$9,996.00	\$119,952.00
	Provincial or Territorial Inmate	\$171.00	\$1,197.00	\$4,788.00	\$57,456.00
Hospitalization	Mood Disorders	\$525.37	-	-	-
	Schizophrenia/ Schizoaffective Disorder	\$599.37	-	-	-
	Total Daily Average	\$562.37	-	-	-

Findings: Cost of Turning Leaf in Comparison to its Alternatives

	Turning Leaf Services Inc.			Incarceration		Hospitalization
	Low Risk Client	Medium Risk Client	High Risk Client	Provincial	Federal	-
Average Daily Cost	\$43.99	\$104.16	\$326.19	\$171.00	\$357.00	\$562.37
Average Weekly Cost	\$219.95	\$520.79	\$1,630.94	\$1,197.00	\$2,499.00	-
Average Monthly Cost	\$879.80	\$2,038.17	\$6,523.76	\$4,788.00	\$9,996.00	-
Average Yearly Cost	\$7,918.20	\$18,748.44	\$78,285.20	\$57,456.00	\$119,952.00	-

Analysis of the Community Support Program

Community Support Program's Main Goals:

Help clients

- Manage risk
- Overcome challenges
- Learn how to meet their own needs

Analysis of the Community Support Program

Conclusions:

- The Community Support Program is doing well at meeting program goals
- The staff rated the performance level of the program higher than the clients
- The Community Support Program is effective but there are areas in which it could be more effective

Client File Analysis

Conclusions:

- The Community Support Program could be more effective at helping clients achieve personal goals
- There is a positive correlation between goal achievement and intervention from Turning Leaf
- Spending more time with clients increases the likelihood that clients will achieve their goals

Analysis of the Residential Support Program

Conclusions:

- Turning Leaf's Residential Support Program is effective
- There are some inconsistencies between client and staff opinions of the program, but most opinions were positive
- Both clients and staff believed that the Residential Support program is successful in providing help to clients

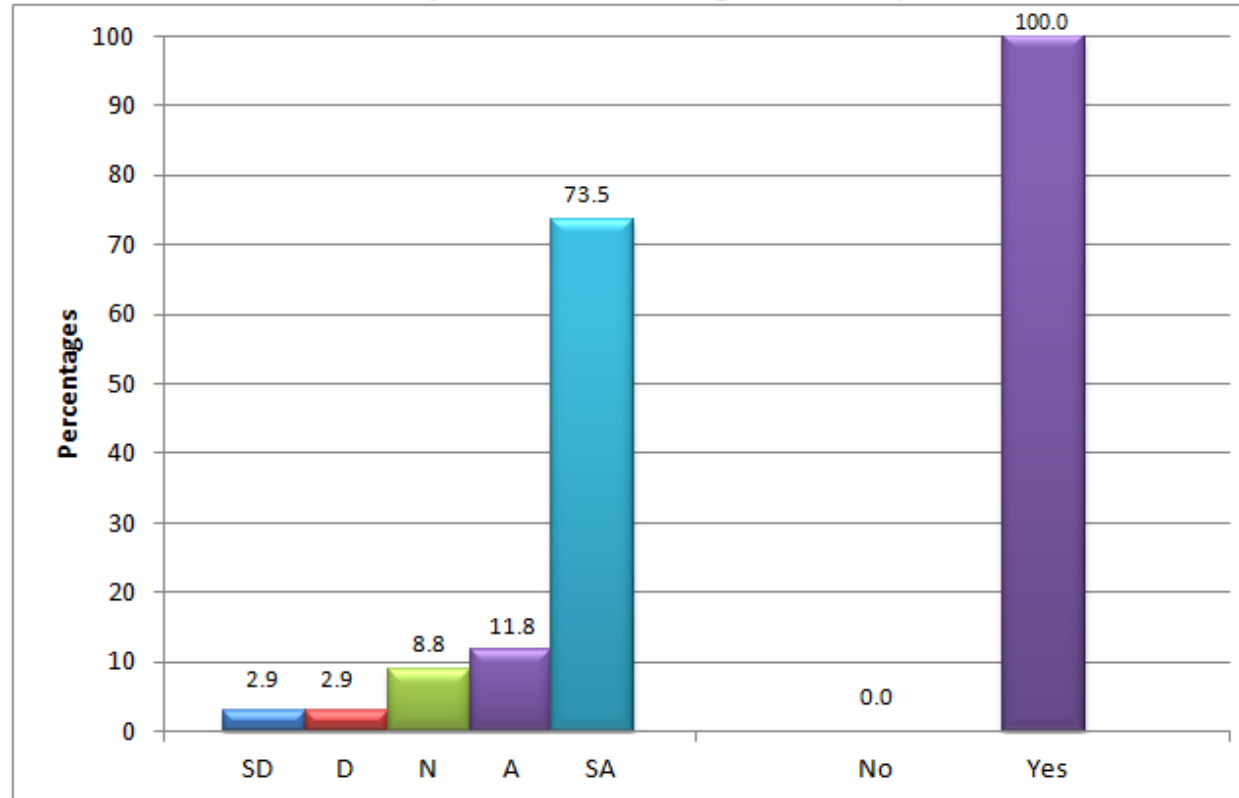
Cost Analysis

Conclusions:

- The Community Support Program is cost effective
- There were some anomalies in the findings for the Residential Support Program
- Turning Leaf proves to be an economical alternative to treating mental illness in comparison to incarceration and hospitalization

Overall Evaluation of Turning Leaf

Client and Staff Opinions of Turning Leaf's Impact on Clients

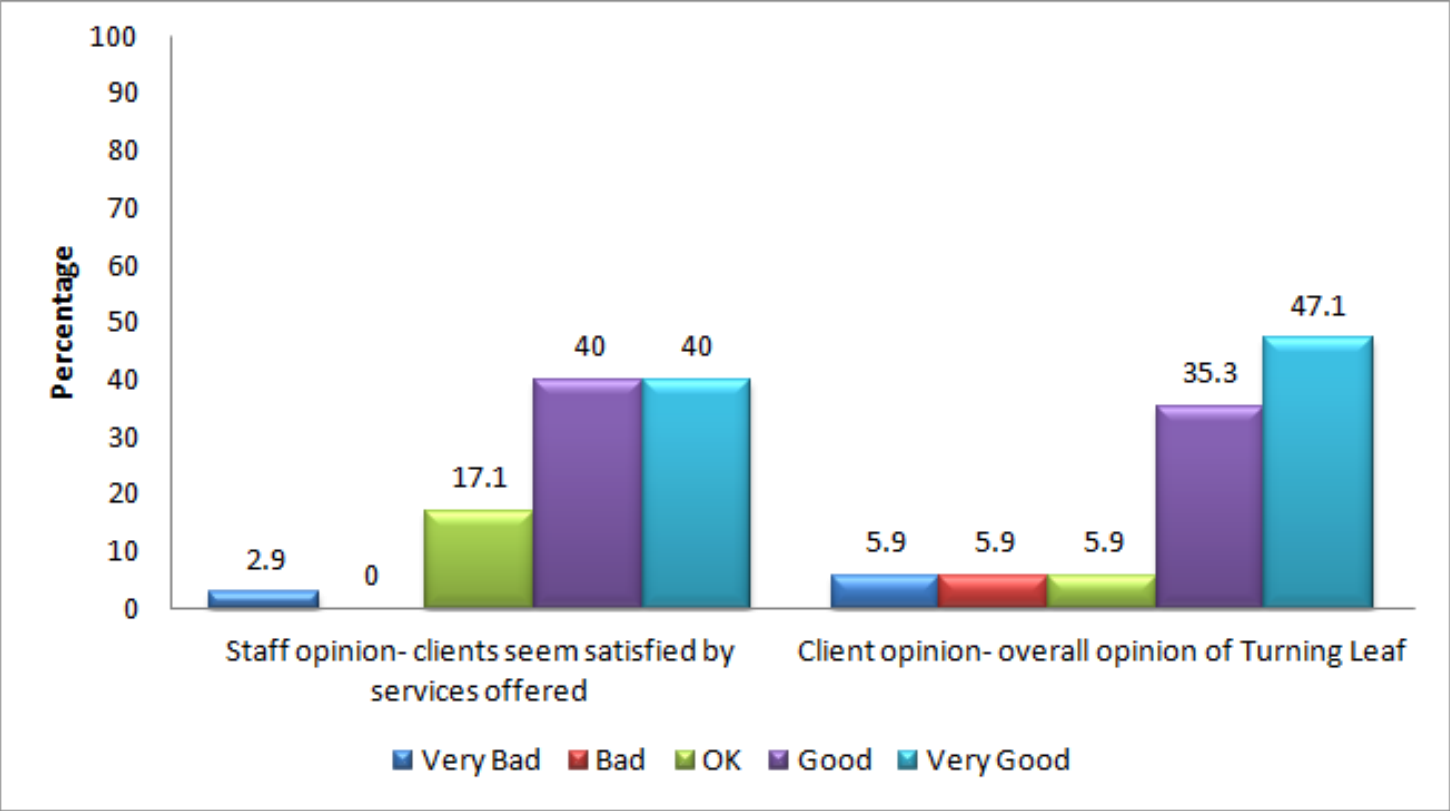


I believe TL has a positive impact on their clientele (Staff Perception [n=34])

Do you think that the people at Turning Leaf help you? (Client Perception [n=35])

Overall Evaluation of Turning Leaf

Client and Staff Opinions of Client Satisfaction



n=34

n=35

Evaluators' Recommendations

Staff and Client Survey's

- Inform clients of the variety of services offered
- Determine why there is a discrepancy between client and staff opinions

Client Files

- Develop a more precise definition of goal achievement
- Increase agency intervention when possible

Cost Analysis

- Re-evaluation of Residential Support Program
 - Determine cost-effectiveness of the remaining programs
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