

# Evaluating Systems Improvement through Service Collaboratives

## Preliminary Results from the Simcoe Muskoka Service Collaborative

PMIR and Knowledge Exchange at PSSP with support from CAMH Creative Services

### BACKGROUND

- **Ontario's Comprehensive Mental Health and Addictions Strategy** aims to transform mental health and addiction services for all Ontarians.
- One of the initiatives funded from the Strategy is the **Systems Improvement through Service Collaboratives (SISC)**.
- **18 Service Collaboratives (SC)** were established across the province to support coordinated services for children and youth: 14 geographically based; 4 in the justice system.
- **Cross-section of providers** are working to improve capacity of, access to, and coordination of mental health and addiction services for youth and children.
- **The Simcoe Muskoka Service Collaborative** is a geographically based SC made up of agencies from Simcoe County and Muskoka District.
- In 2012, this SC **selected a system intervention** to improve the system of care for transition age youth called the Transition to Independence Process (TIP) Model.
- **TIP** is an evidence supported model of care that provides guidelines and core practices to help support transition age youth (14 to 29 years old) in their transition to adulthood. More on the TIP Model, can be found at [www.tipstars.org](http://www.tipstars.org).

### EVALUATION

#### Levels and domains

##### Three levels analysed

- Community
- Agency
- Service Provider

##### Two major domains addressed

- Implementation progress
- Process and intervention outcomes

(see Figure 1)

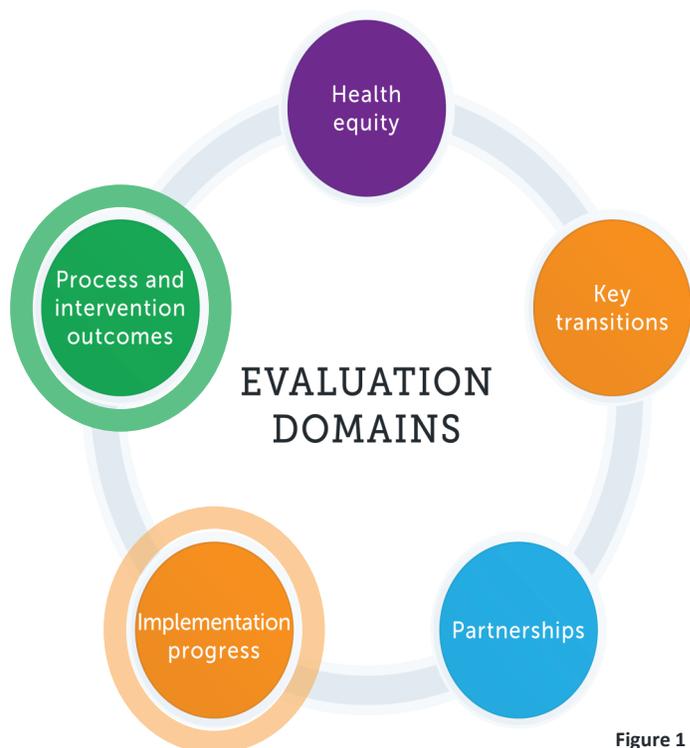


Figure 1

#### Evaluation approach (See Figure 2)

- **Developmental evaluation:** Supports innovation in practice, policies, programs or resource flows; applies at organizational, systemic and societal levels (Gamble, 2008).
- **Formative evaluation:** Assists in determining the value or quality of a program; useful in improving programs (Fitzpatrick et al., 2004; Gamble, 2008).

# RESULTS

## Using the RE-AIM Framework

A method of evaluating the strengths and weaknesses of an intervention across multiple dimensions: Reach, Effectiveness, Adoption, Implementation and Maintenance. (Glasgow, 2013; Glasgow et al., 2001; Kessler et al., 2012; Selick & Durbin, 2014)

### Reach

*Is the target population being reached?*

- Over 500 youth are estimated to have received the TIP Model between Sept 2013 and October 2015.
- The TIP Model is being used in 45 agencies across 14 different sectors within the communities of Simcoe County and Muskoka District.
- Youth participate regularly in TIP Model training events.



**Figure 2**  
(Cunning & Russell, 2013; Fixsen et al., 2005; Gamble 2008; Love, 2002)

### Effectiveness

*Is the intervention achieving its intended results?*

- The *Transition Age Youth System of Supports Partnership* was established in May 2014 to support the development of an integrated system of care for TAY. 45 youth-serving agencies are currently involved in this partnership.
- The TIP Model has created a common language across agencies and enhanced youth engagement practices.

### Adoption

*Are all intended staff using the intervention?*

- Over 400 service providers who work with youth have been trained in the TIP Model. Training workshops continue to take place three times/year.
- 6 agencies have programs where staff are using the TIP Model consistently and implementing with fidelity.
- An initiative focused on promoting implementation of the TIP Model in agencies working with Franco-phone and First Nations and Metis youth is currently underway.
- 100% of staff in agencies evaluating have reported using the TIP Core Practices. These agencies completed a voluntary survey (in spring 2015) that showed: 71% of staff feel competent using TIP, 65% believe TIP has been well implemented in their agency 34% say TIP has a positive impact on the youth they work with (15% increase since fall 2014), and 56% find TIP beneficial when working with youth (41% increase since the fall 2014).

# RESULTS

## Implementation

*Is the intervention being delivered as intended?*

- Fidelity Standards have been developed locally and have been adopted by all agencies using the TIP Model.
- Agencies are tracking their use of the TIP core practices. Between January and March 2015, core practices were used 951 times by service providers (at 5 agencies).
- Adaptation Guidelines have been created to allow agencies to adapt the core practices to meet the needs of the youth they serve.
- 13% of agencies are implementing and use the TIP Model Evaluation framework, 20% are implementing (and not evaluating), and 67% are trained, (but not yet implementing the TIP Model).

## Maintenance

*Has the intervention been sustained and integrated?*

- The TAY SoS Partnership continues to meet on a bi-monthly basis. TIP Model implementation is a standing focus for the TAY SoS Partnership.
- 4 local site based trainers have been certified by the purveyors of the TIP Model.
- Community-level TIP Model Community of Practice has been used to promote problem solving and collaboration.
- The TAY SoS Partnership entered into a reporting relationship with the NSM LHIN and the Child Youth and Family Services Coalition of Simcoe County.
- Funding has been received from the NSM LHIN and Ontario Trillium Foundation to support training and youth engagement initiatives.

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