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Quality Improvement Initiatives and Goals	Year-End Targets	Q4	Rating (R=report written) 
Community and Communication YouthLink communications contributes to the Strategic Plan through the renewal and leveraging of organizational relationships with Youth Advisory and Presidential Advisory Committees members, funders and service delivery partners; and the development of a greater number of higher dollar grants, new donors, and new unique funding sources. YouthLink communications contribute to these results by cultivating individuals, groups and organizations within the agency and across the community to respond in these ways. To add value, YouthLink communications bring rigor to the presentation and placement of the organization’s identity and the conduct in certain respects of its operations, programs and services. The following goals and targets will assist with that direction.			
Active non-client stakeholders	1450/year	1396	
Active subscribers who engage 2 or more times with YouthLink	35/year	68	
Staff who are confident as a YouthLink representative	>75%	In development	
Active participants in YL services as a % of Scarborough youth population	>5%/year	8%	
Youth Advisory Committee members	>10/year	11	
President’s Advisory Committee members	>10/year	12	
Human Resources, Wellness and Training Achieving and maintaining a level of sick leave usage and staff turnover that is in line with Canadian averages for the sector is a key ingredient to agency wellbeing and performance overall. Ongoing staff training is also important in the continued evolution of standards and quality.			

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Average sick leave hours	< 60 hours/year	75.7	 R
Staff turnover	< 18%/year	15.9	
Staff development sessions	>5/year	7	
Health and Safety The health and safety of staff is a basic requirement in the pursuit of excellence. Monitoring the frequency of health and safety incidents and WSIB claims maintains a focus on safety benchmarks to ensure staff and clients are secure in their daily work and services.			
Health and safety incident submissions	< 15/year	8	
WSIB claims	<5/year	1	
IT/ Maintenance The importance of stable and reliable IT functioning and facilities maintenance for the agency cannot be underestimated and contributes immeasurably to the agency's ability to achieve communications and administrative goals with clients, stakeholders and the community. Resolving problems in these areas is crucial to the attainment of quality services.			
Help desk reports are resolved within 14 days	> 80%/year	82%	
Finance Achieving a balanced budget is a foundational element for any enterprise. Development of additional funding streams allows the agency to consider new and creative quality improvement options.			
Deficit	0	0	
Fund development	>\$100,000	\$868,500	

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Client Services Ensuring clients are happy with the services they have received is a crucial element in ensuring high quality programs. Associated with this is the need to look carefully at any formal complaints made by clients and seeing that these have been dealt with in an effective and timely manner. Reviewing Serious Occurrences and critical incidents concerning clients is another facet of ensuring that quality improvement is paramount in our thinking, particularly in the process of critical incident review, assessment, analysis and steps taken to prevent or reduce the frequency of further incidents. Waiting times for Counselling and Housing are also key elements of client service and maintaining benchmarks of efficacy for these is crucial to our provision of quality services.			
Clients feel YouthLink is friendly and welcoming	> 80%	91%	
Clients find it easy to share their views with staff	> 80%	95%	
Clients feel they trust YouthLink staff	> 80%	90%	
Clients feel that staff talk to them in ways that are easy to understand	> 80%	92%	
Clients feel that staff are able to help them	> 80%	90%	
Clients feel they are getting the services they need	> 80%	95%	
Clients feel involved in planning their services	> 80%	82%	
Clients feel that things are getting better for them after receiving services	> 80%	83%	
Clients overall are satisfied with services	> 80%	94%	
Client Incident and serious occurrence reports	< 30/year	61	
Client complaints	< 5/ year	1	
Client complaints have been resolved satisfactorily	> 80%	100%	
Waiting time for Long-Term Counselling	< 200 days	105 days	
Waiting time for Co-op Transitional Housing	< 200 days	189 days	