

KPI Programme
**Mental Health
and Addiction**
Aotearoa New Zealand

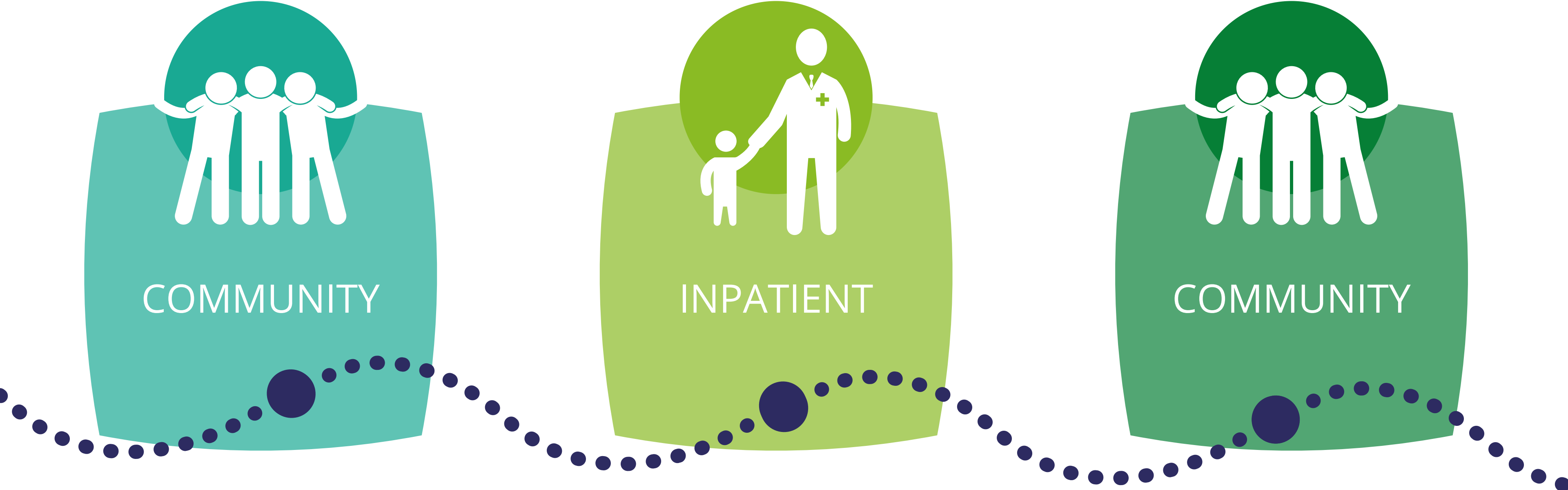
Session two

Our Child and Youth stream KPIs... learning through benchmarking

November 2020



Every data point represents a rangatahi's journey through our services



Client Access Composition

Family/whānau engagement

Community Treatment Days

Waiting times

Did not attend (DNA)



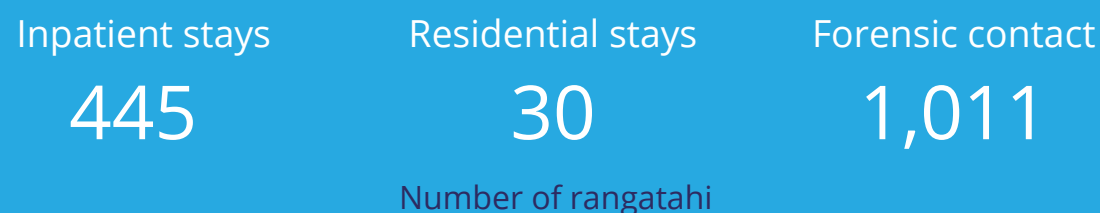
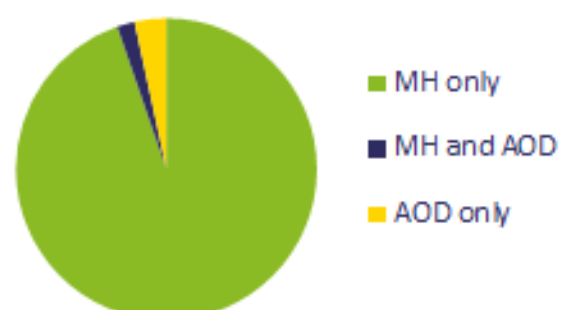
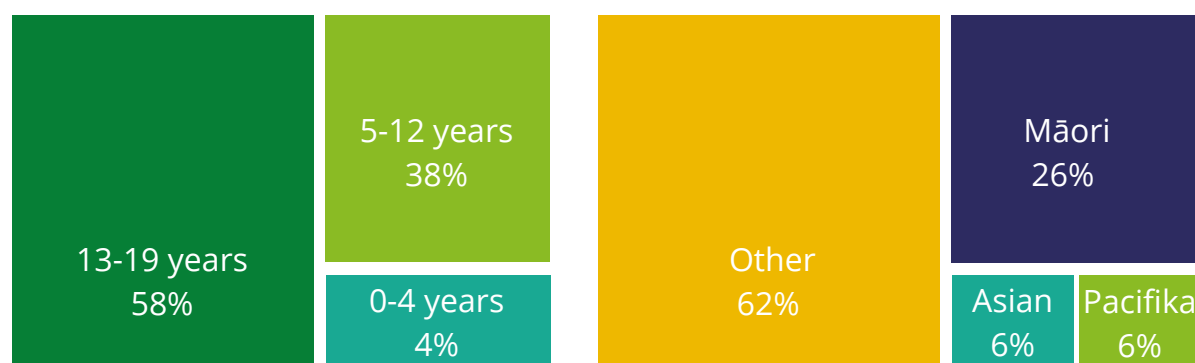
In June 2020...

You noted there had been little to no change in the Child and Youth stream KPI's over time.

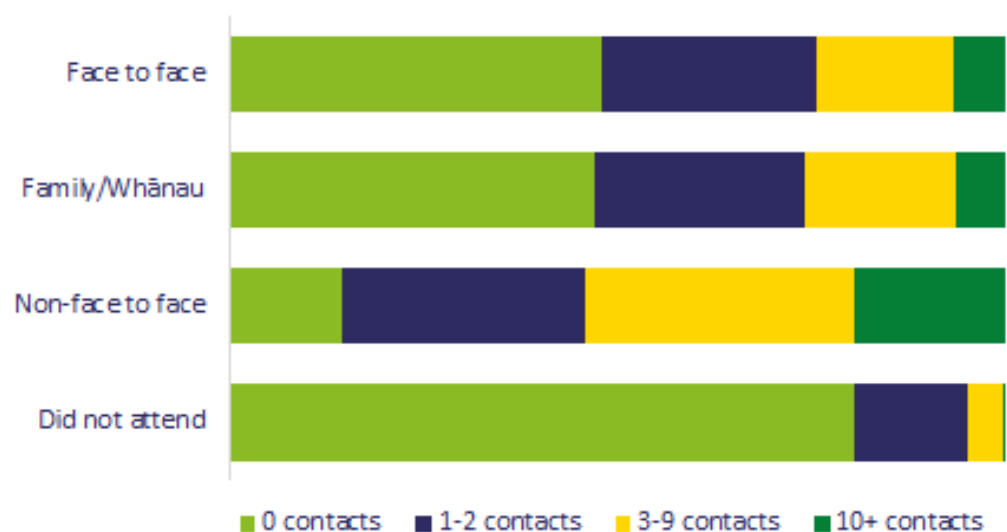


CHILD AND YOUTH NATIONAL SERVICE USE DASHBOARD - JULY 2019 TO JUNE 2020

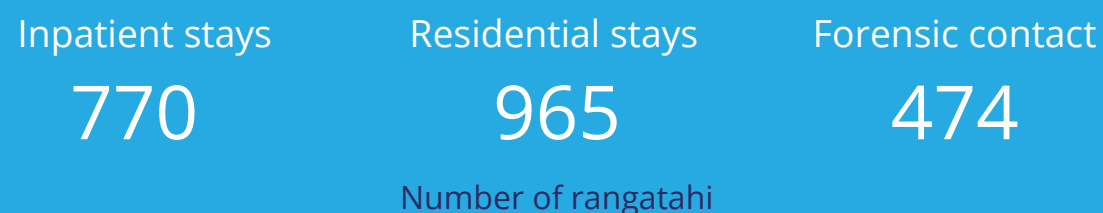
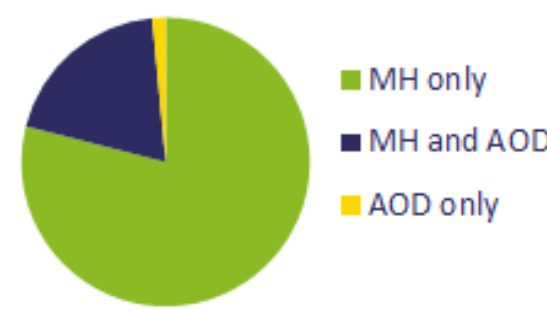
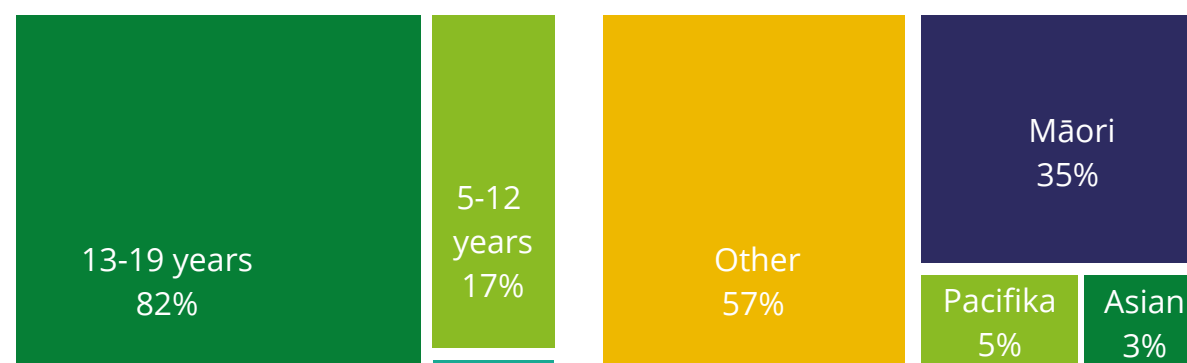
DHB only 33,122 rangatahi



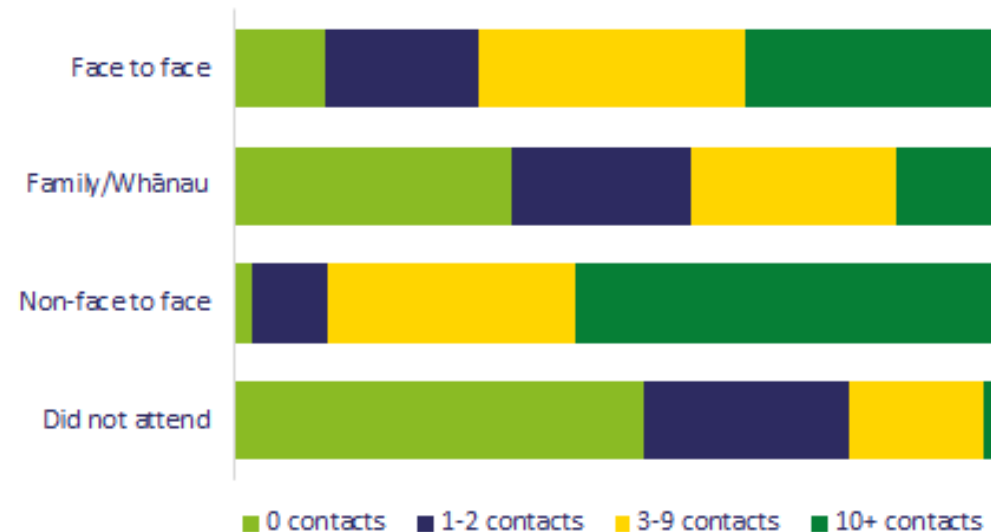
Contacts



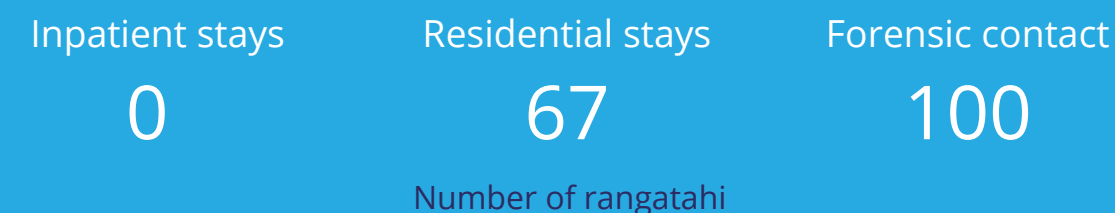
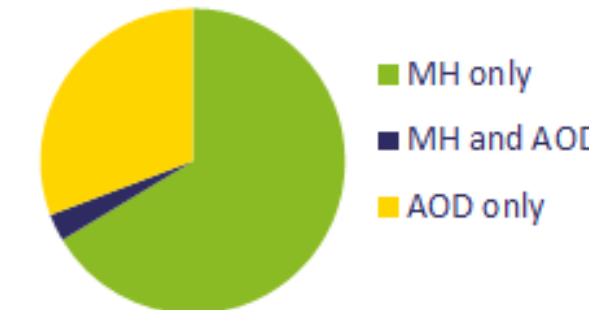
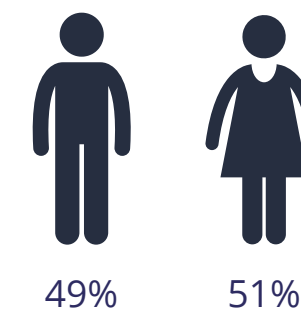
DHB and NGO 7,589 rangatahi



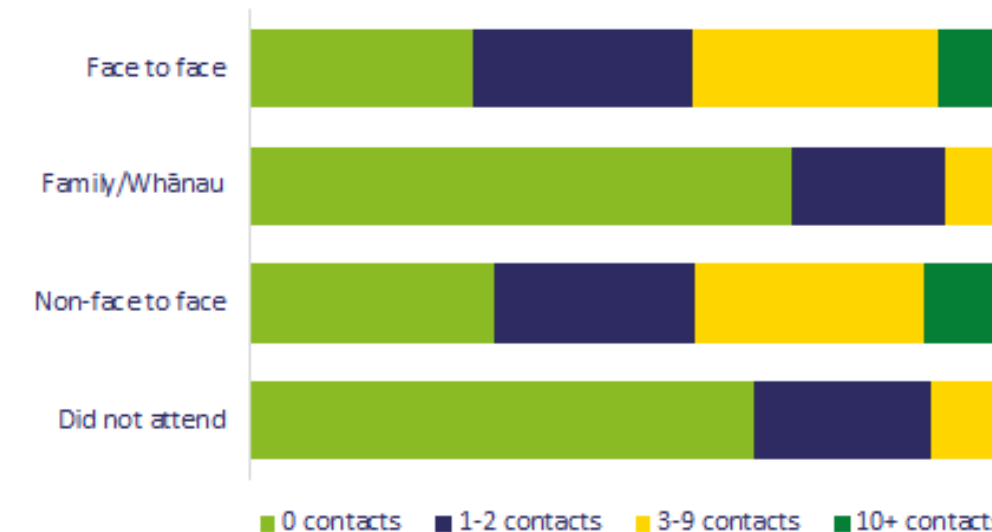
Contacts



NGO only 9,092 rangatahi



Contacts

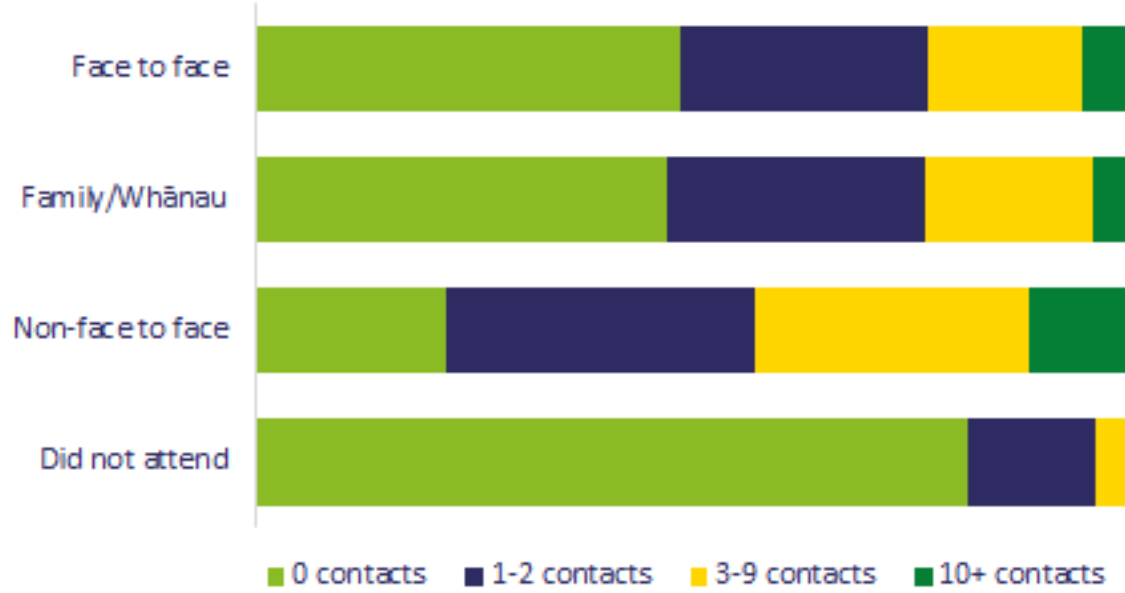


CHILD AND YOUTH NATIONAL SERVICE CONTACTS COMPARISON

January to June 2019 vs January to June 2020

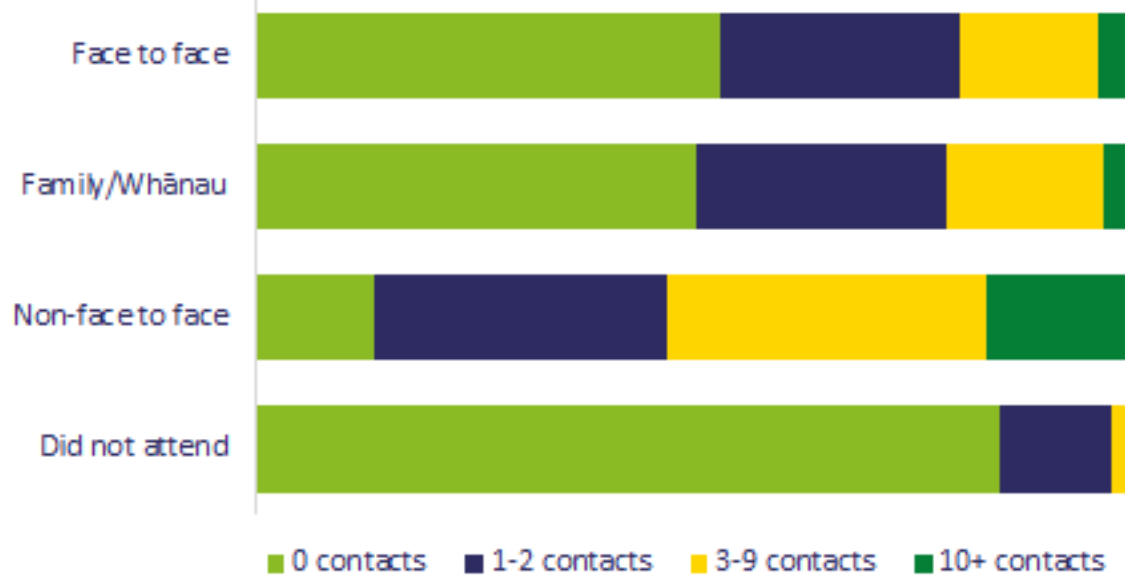
DHB only

Contacts - January to June 2019



22,857 rangatahi

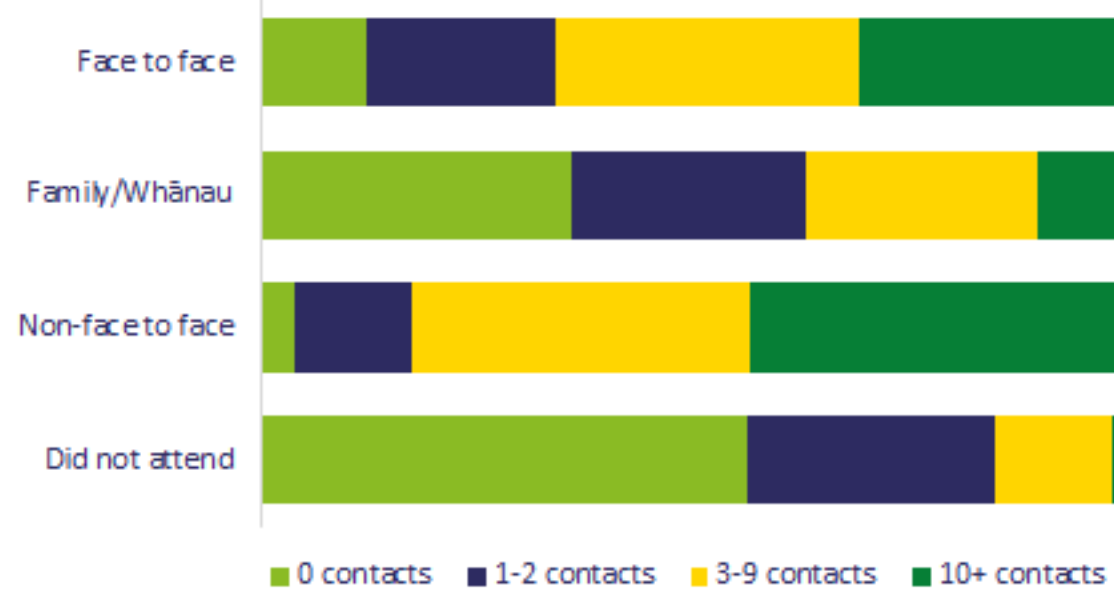
Contacts - January to June 2020



21,813 rangatahi

DHB and NGO

Contacts - January to June 2019



4,163 rangatahi

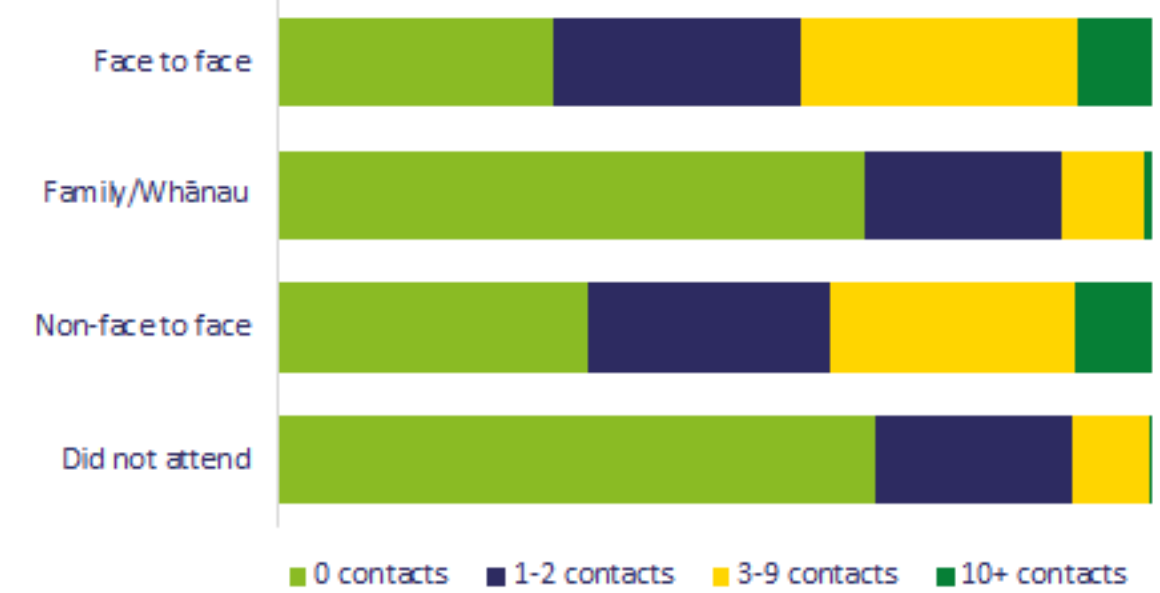
Contacts - January to June 2020



3,652 rangatahi

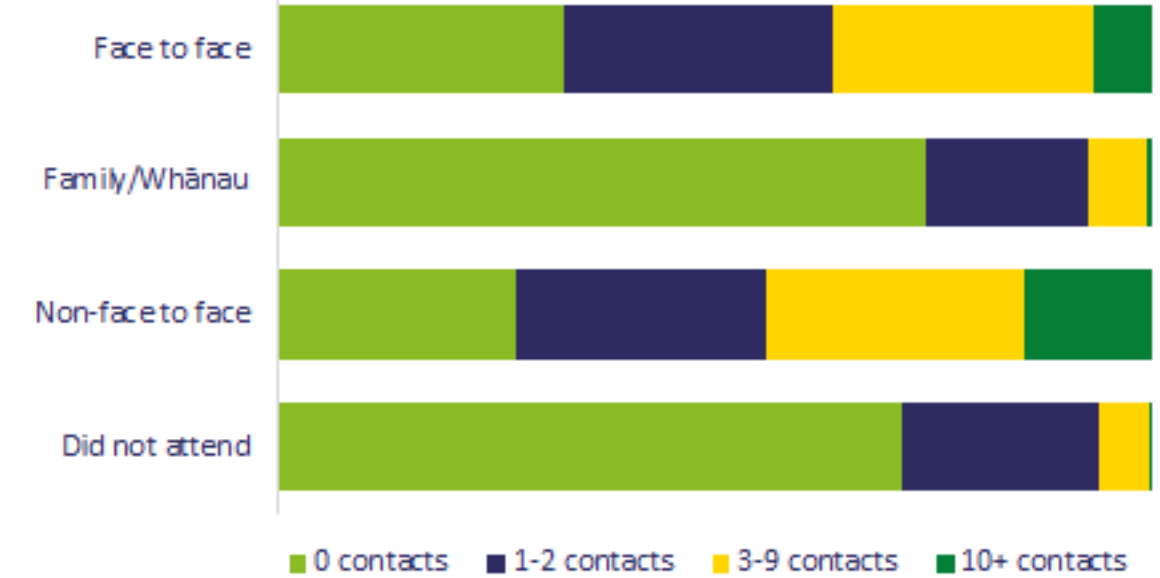
NGO only

Contacts - January to June 2019



6,744 rangatahi

Contacts - January to June 2020



5,067 rangatahi

CHILD AND YOUTH NATIONAL SERVICE CONTACTS COMPARISON

January to June 2019 vs January to June 2020

DHB only



Contact Time - Jan to Jun 19
Face to face, Family/Whānau

- Less 2 hours
- 6-11 hours
- 2-5 hours
- 12-23 hours
- 24+ hours

22,857 rangatahi

DHB and NGO



Contact Time - Jan to Jun 19
Face to face, Family/Whānau

- Less 2 hours
- 6-11 hours
- 2-5 hours
- 12-23 hours
- 24+ hours

4,163 rangatahi

NGO only



Contact Time - Jan to Jun 19
Face to face, Family/Whānau

- Less 2 hours
- 6-11 hours
- 2-5 hours
- 12-23 hours
- 24+ hours

6,744 rangatahi



Contact Time - Jan to Jun 20
Face to face, Family/Whānau

- Less 2 hours
- 6-11 hours
- 2-5 hours
- 12-23 hours
- 24+ hours

21,813 rangatahi



Contact Time - Jan to Jun 20
Face to face, Family/Whānau

- Less 2 hours
- 6-11 hours
- 2-5 hours
- 12-23 hours
- 24+ hours

3,652 rangatahi



Contact Time - Jan to Jun 20
Face to face, Family/Whānau

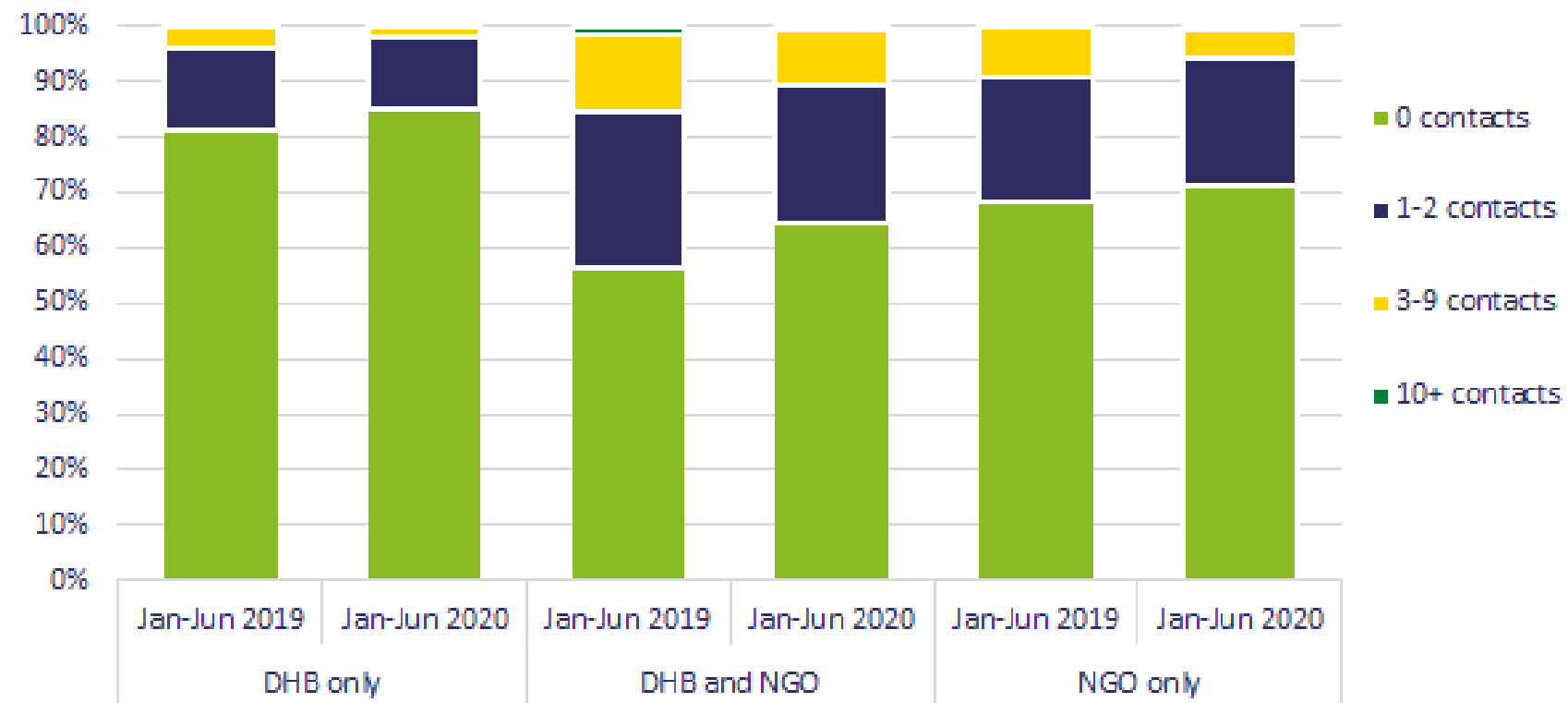
- Less 2 hours
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5,067 rangatahi

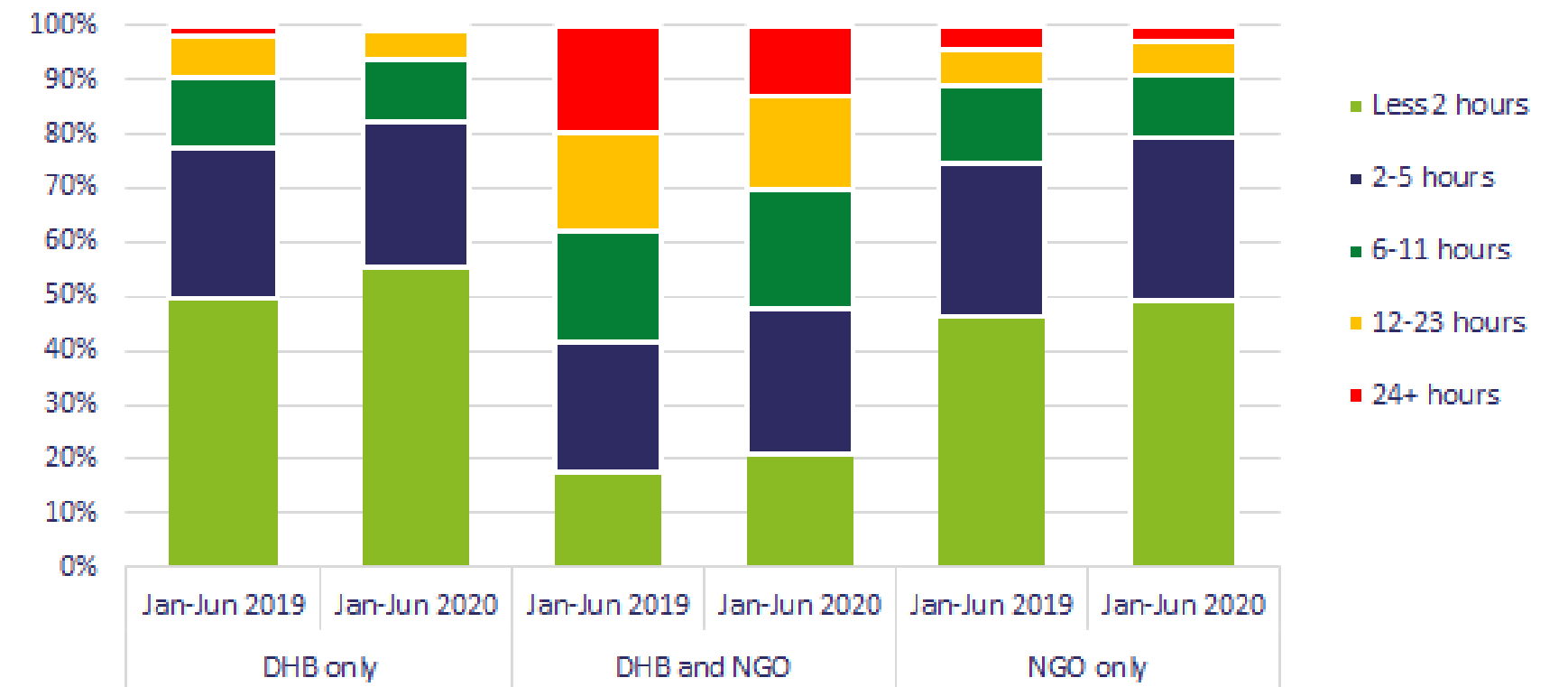
CHILD AND YOUTH NATIONAL SERVICE CONTACTS COMPARISON

January to June 2019 vs January to June 2020

Number of contacts comparison - Jan to Jun 2019 vs Jan to Jun 2020

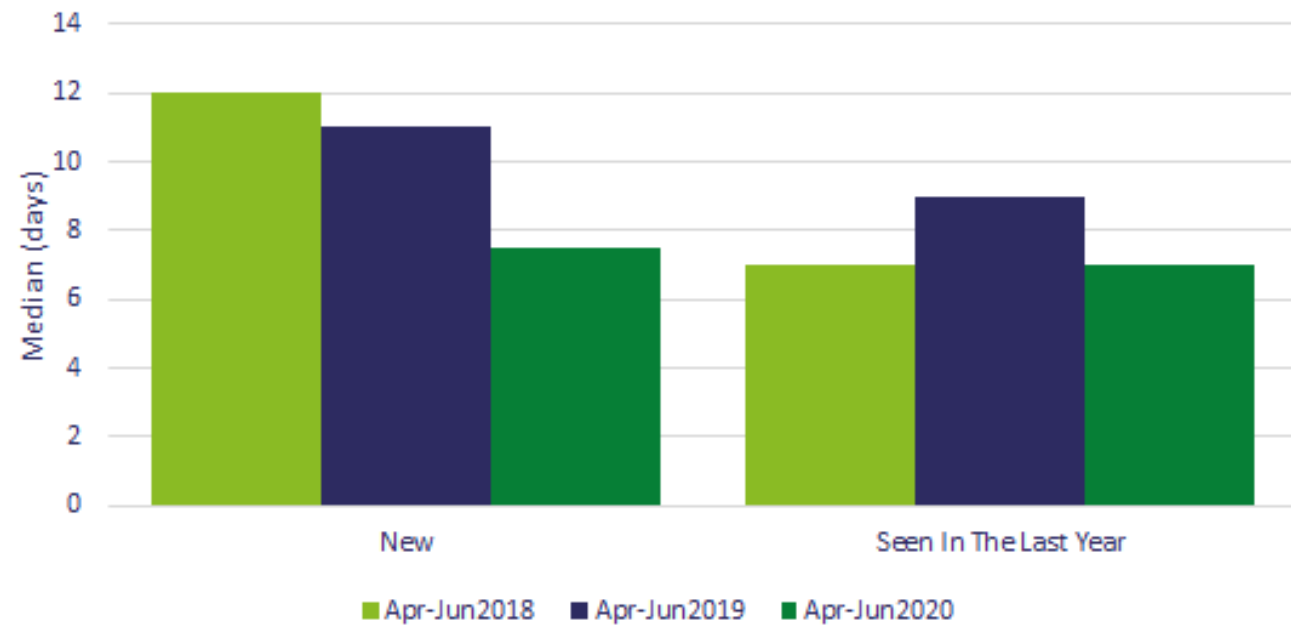


Duration of contacts comparison - Jan to Jun 2019 vs Jan to Jun 2020

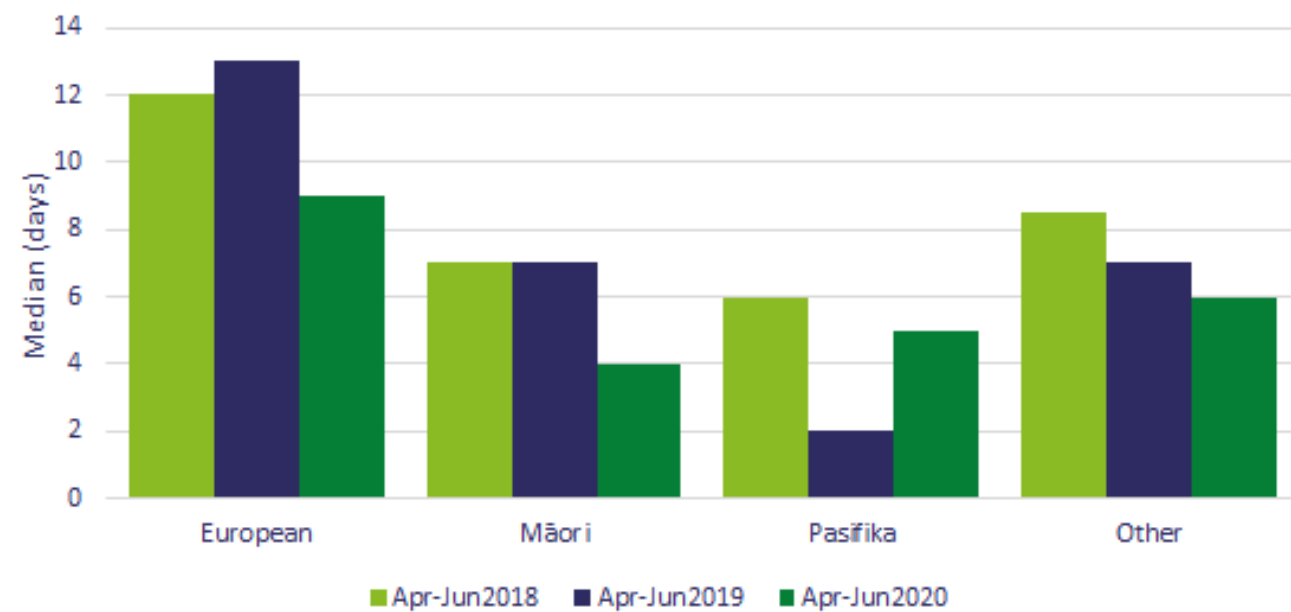


CHILD AND YOUTH WAITING TIMES COMPARISON DASHBOARD

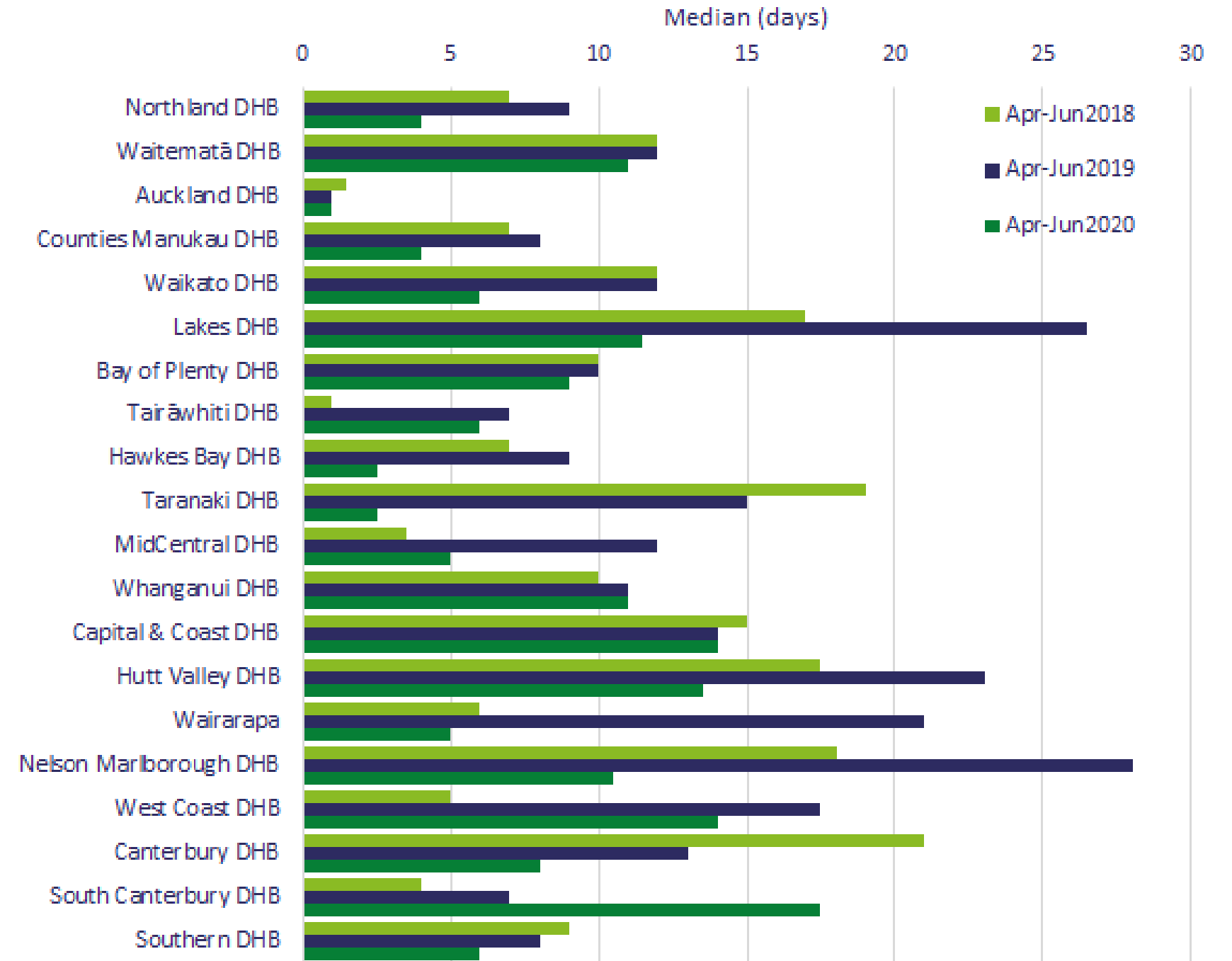
National median waiting times (days) New vs Seen in The Last Year - Apr to Jun quarterly comparison 2018, 2019 and 2020



National median waiting times (days) by ethnicity - Apr to Jun quarterly comparison 2018, 2019 and 2020



All DHBs median waiting times (days) - Apr to Jun quarterly comparison 2018, 2019 and 2020





In June 2020 we asked...

What do we believe our data story will say about how services have responded during COVID 19?



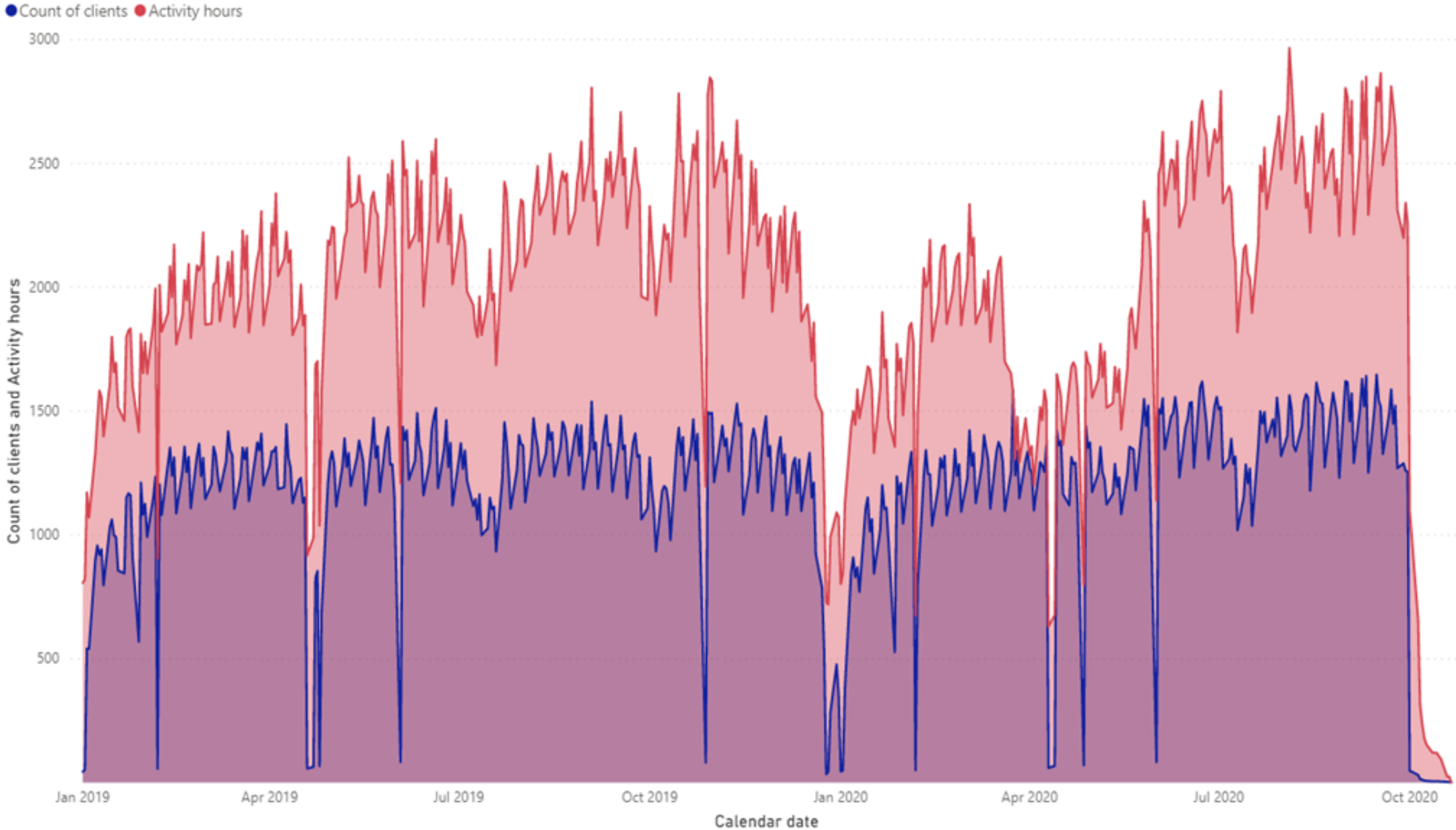


You said...

We've had to change the way we engage with rangatahi and their whānau.



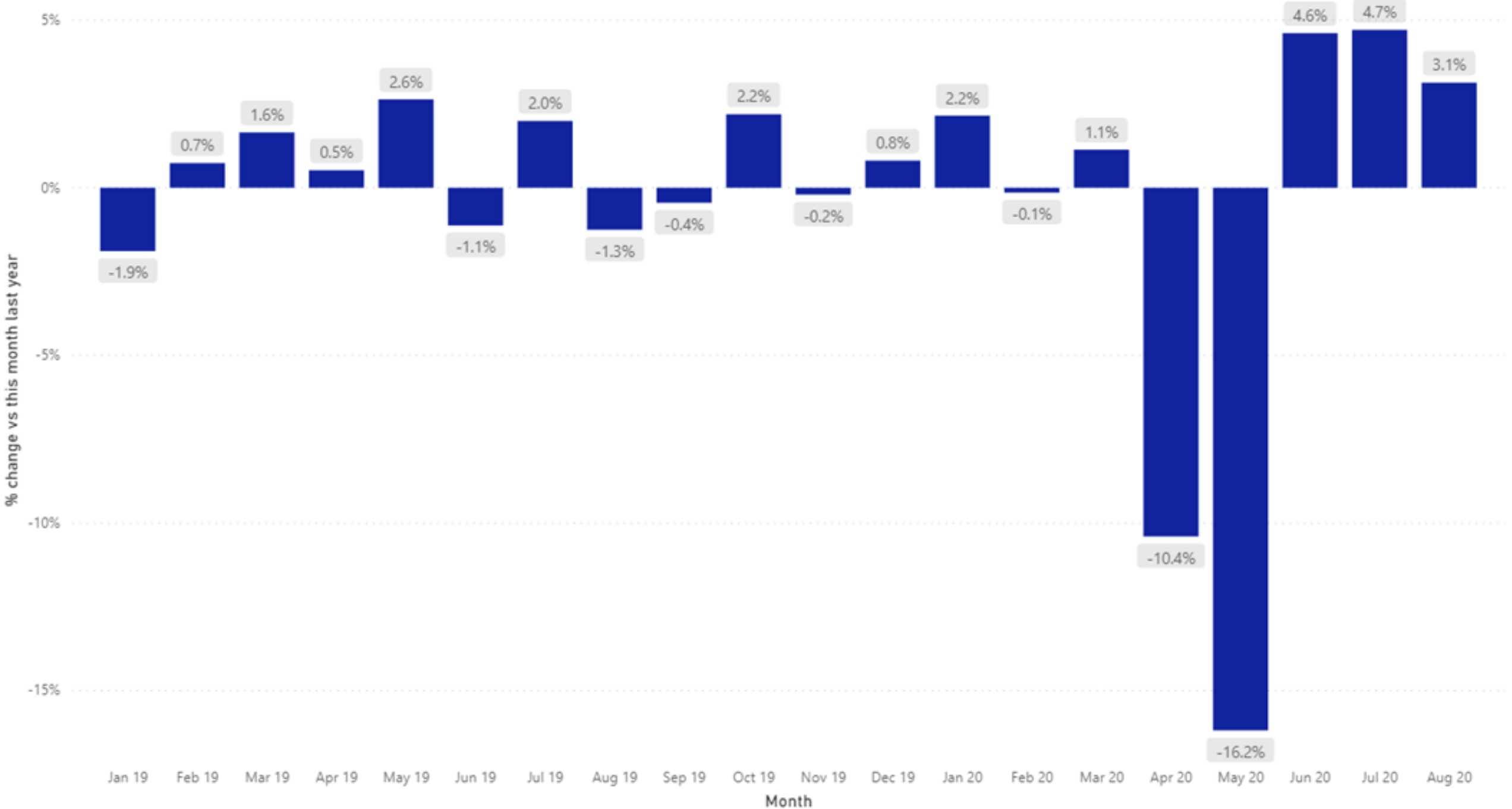
COUNT OF UNIQUE RANGATAHI AND TOTAL ACTIVITY HOURS PER DAY - JANUARY 2019 TO OCTOBER 2020



INSIGHT

Compared with April/May 2019, we see a drop in Activity hours in April/May 2020 despite the count of unique rangatahi remaining relatively stable.

PERCENTAGE (%) CHANGE IN COUNT RANGATAHI – VS THIS MONTH LAST YEAR



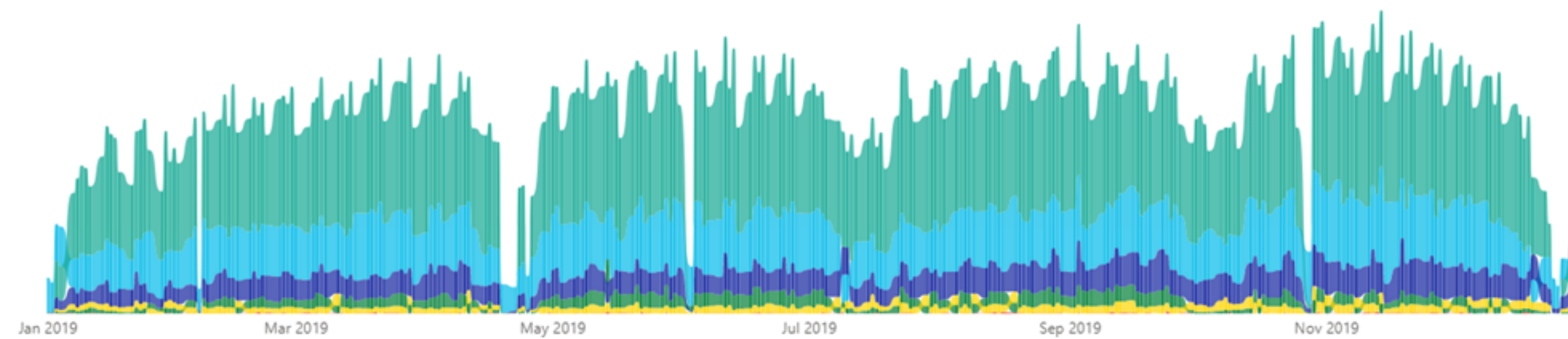
INSIGHT

Did you spot the contradiction?
It appears to be a similar number of rangitahi per day, but fewer rangitahi per month, equaling a higher frequency of activity for a smaller number of rangitahi.

2019 - THE YEAR BEFORE COVID-19 WAS RELATIVELY CONSISTENT...

Activity hours by date and activity setting - 2019

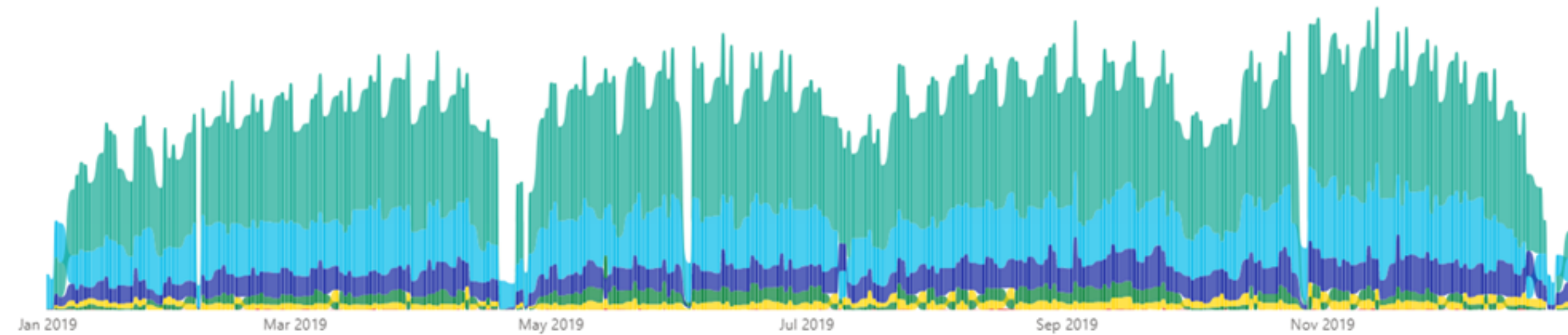
Activity setting ● AV ● CM, DM ● CT, ES, MC, PC, PO, PR, YJ ● DP, OS ● OM, SM, WR ● PH



BUT WHAT YOU SENSED WAS RIGHT... COVID-19 LOCKDOWNS CHANGED THE WAY WE ENGAGED AND DISRUPTED WHAT WE KNEW TO BE NORMAL

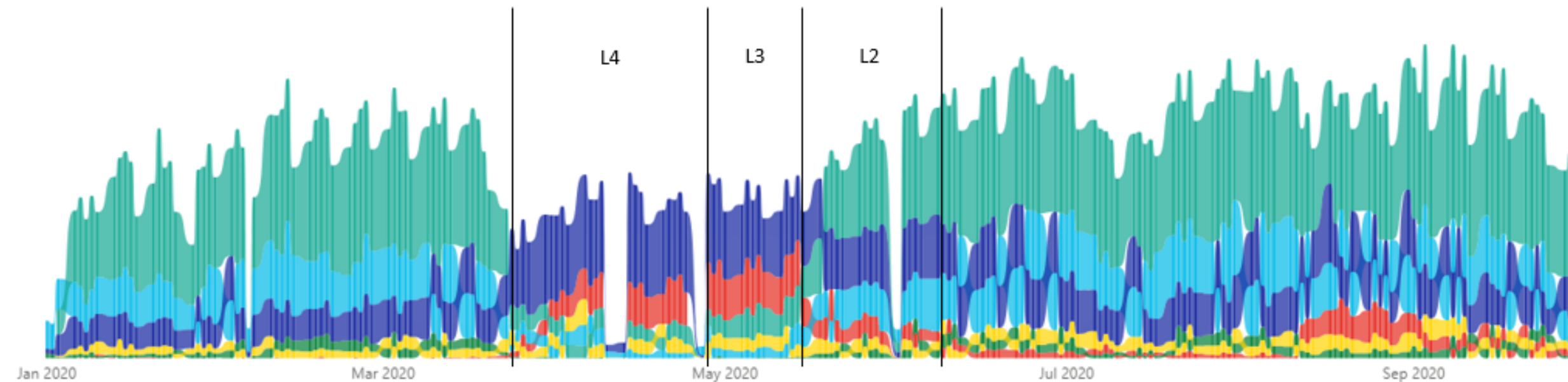
Activity hours by date and activity setting - 2019

Activity setting ● AV ● CM, DM ● CT, ES, MC, PC, PO, PR, YJ ● DP, OS ● OM, SM, WR ● PH



Activity hours by date and activity setting

Activity setting ● AV ● CM, DM ● CT, ES, MC, PC, PO, PR, YJ ● DP, OS ● OM, SM, WR ● PH



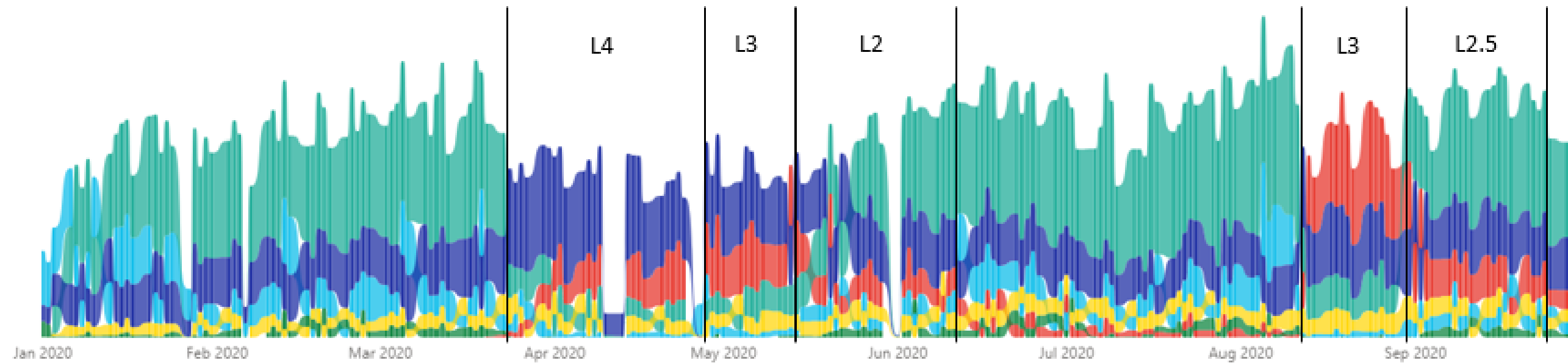
INSIGHT

Our use of audio visual and phone to make contact with rangatahi through lockdown levels noticeably increases, but diminishes again in Level One.

ACTIVITY SETTING TRENDS DURING LOCKDOWN – AUCKLAND DHBS VS ALL OTHER DHBS

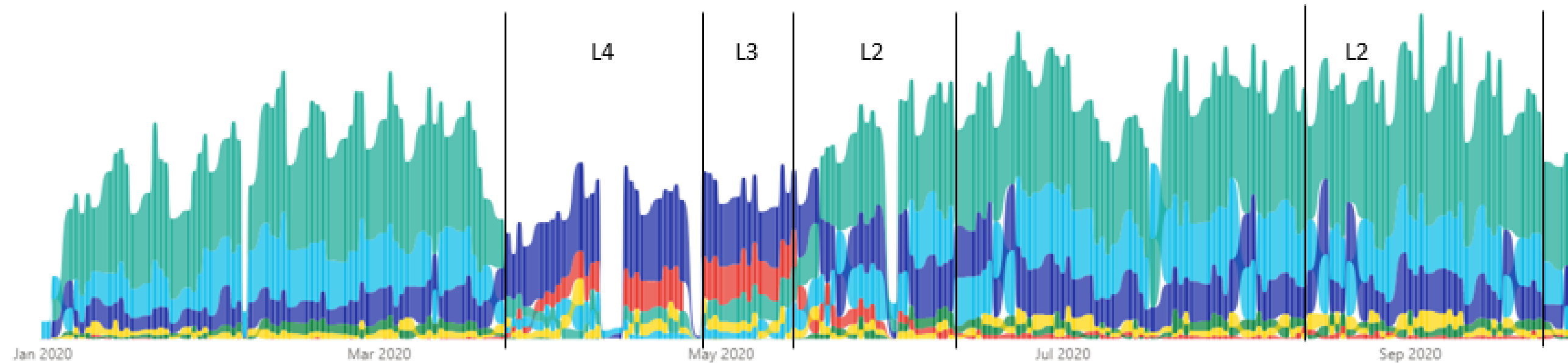
Activity hours by date and activity setting - Auckland DHBs

Activity setting ● AV ● CM, DM ● CT, ES, MC, PC, PO, PR, YJ ● DP, OS ● OM, SM, WR ● PH



Activity hours by date and activity setting - all other DHBs

Activity setting ● AV ● CM, DM ● CT, ES, MC, PC, PO, PR, YJ ● DP, OS ● OM, SM, WR ● PH



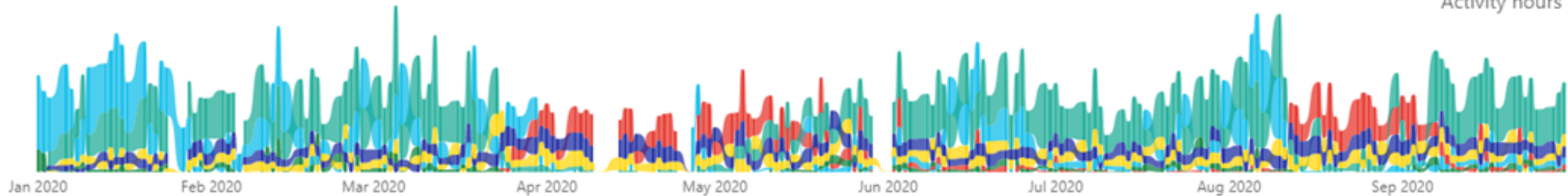
ACTIVITY SETTING TRENDS DURING LOCKDOWN - AUCKLAND DHBS COMPARISON

Activity hours by date and activity setting - Auckland DHB

Activity setting AV CM, DM CT, ES, MC, PC, PO, PR, YJ DP, OS OM, SM, WR PH

17.23K

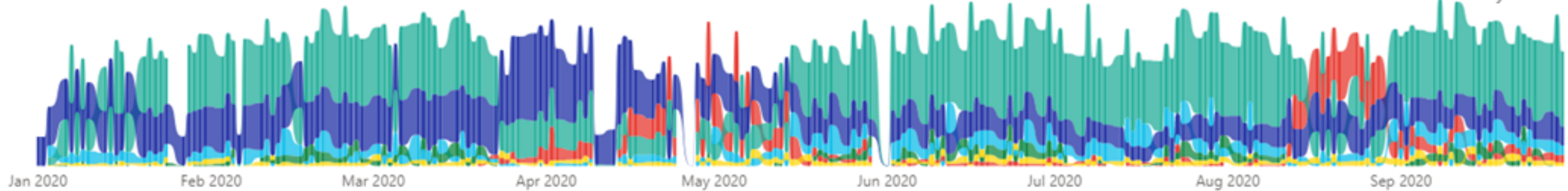
Activity hours



Activity hours by date and activity setting - Counties Manukau DHB

19.63K

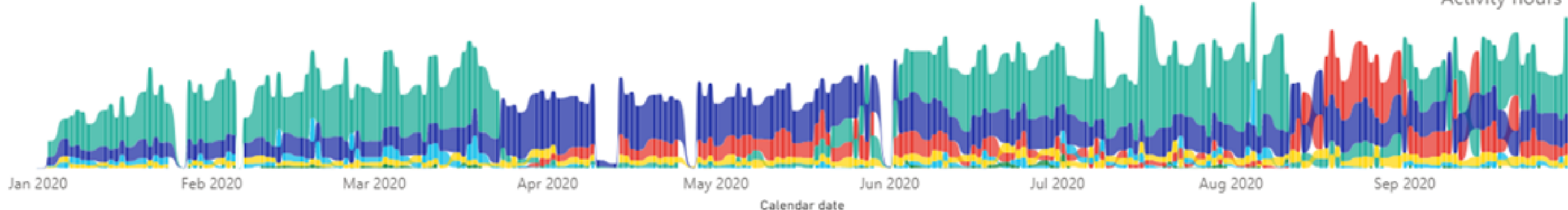
Activity hours



Activity hours by date and activity setting - Waitemata DHB

23.15K

Activity hours



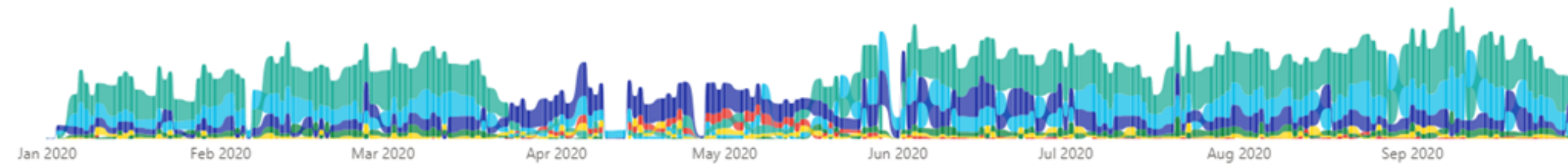
ACTIVITY SETTING TRENDS DURING LOCKDOWN – BY ETHNICITY (ALL NON AUCKLAND DHBS)

Activity hours by date and activity setting - non-Auckland DHBs - Māori

Activity setting ● AV ● CM, DM ● CT, ES, MC, PC, PO, PR, YJ ● DP, OS ● OM, SM, WR ● PH

45.26K

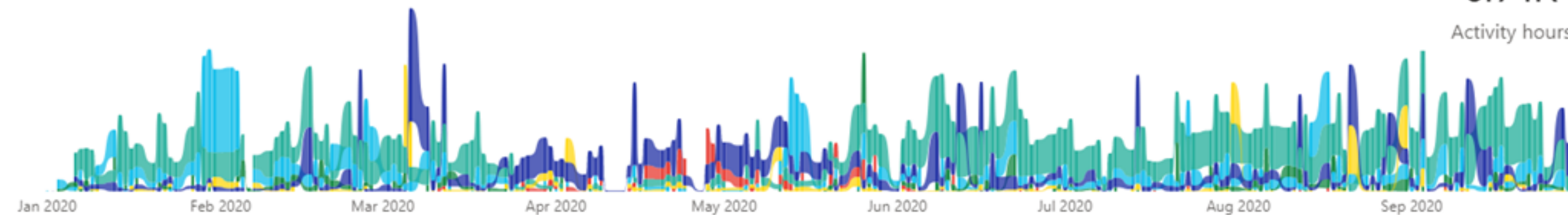
Activity hours



Activity hours by date and activity setting - non-Auckland DHBs - Pasifika

3.94K

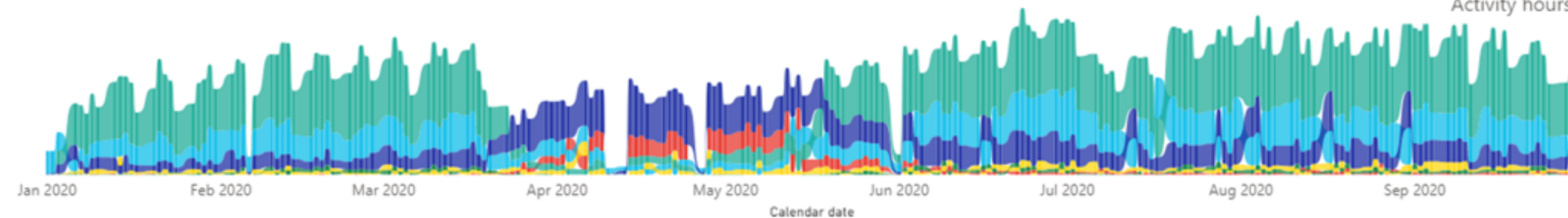
Activity hours



Activity hours by date and activity setting - non-Auckland DHBs - all other ethnicities

131.31K

Activity hours



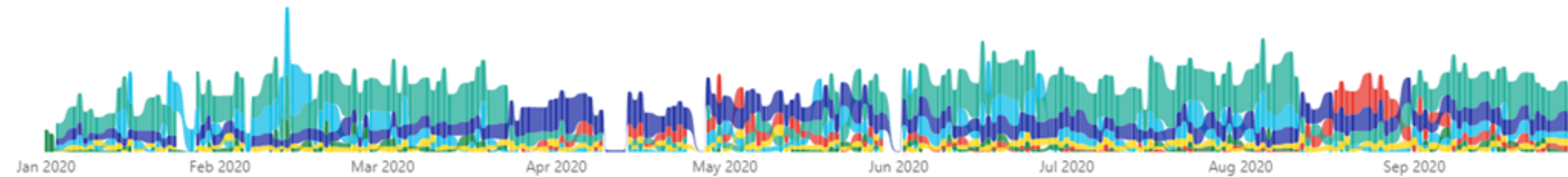
ACTIVITY SETTING TRENDS DURING LOCKDOWN – BY ETHNICITY (AUCKLAND DHBS)

Activity hours by date and activity setting - Auckland DHBs - Māori

Activity setting ● AV ● CM, DM ● CT, ES, MC, PC, PO, PR, YJ ● DP, OS ● OM, SM, WR ● PH

14.75K

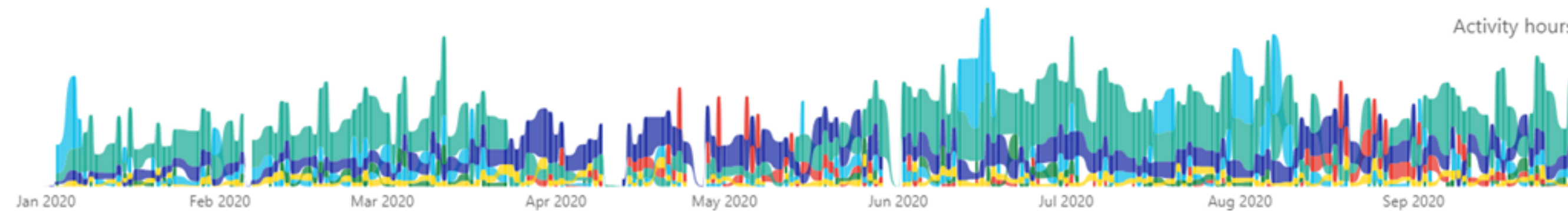
Activity hours



Activity hours by date and activity setting - Auckland DHBs - Pasifika

5.41K

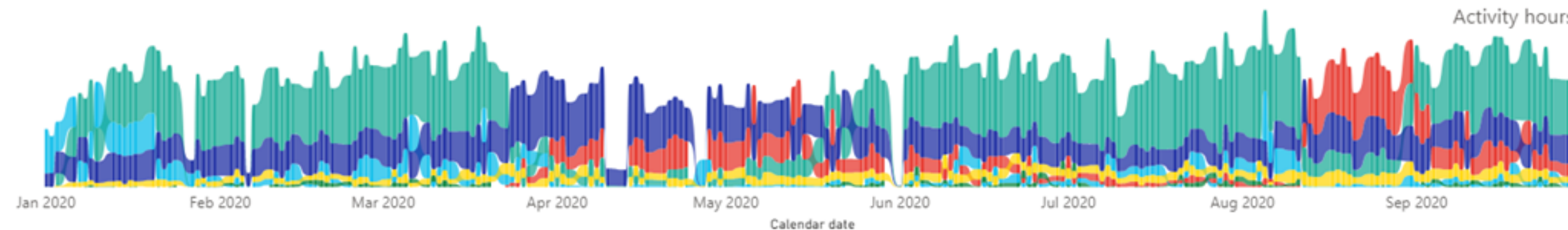
Activity hours



Activity hours by date and activity setting - Auckland DHBs - all other ethnicities

40.39K

Activity hours





Questions:

Did the data give us the insights we anticipated?

Where do we need to keep focusing as a sector?

