



Undertaken by Platform

Richmond Fellowship

ID 1371629



## **ABOUT THIS SURVEY**

Non Government Organisations in New Zealand deliver a wide range of mental health/addiction support services that account for one third of the national mental health expenditure. The sector is made up of a multitude of diverse organisations operating with different structures, purpose and accountabilities. A consequence of this diversity is that it is difficult to access comprehensive information about many aspects of the NGO mental health /addiction sector activity and be informed about the overall contribution the sector is making to mental health and addiction services.

In New Zealand we are seeking a culture in the mental health sector that produces results and supports recovery. This means collecting information that enables us to measure how we are doing and the impact we are having. In future the NGO sector will need to measure outcomes to begin to assist with an understanding of what is currently happening in the sector.

The purpose of this survey is to collect current and accurate information about the NGO mental health and addiction sector. This will be used to inform the future development of mental health information collection and reporting. It will add to our understanding about the scope of the sector and will be a foundation to assist with future planning. Platform has been contracted to undertake this work on behalf of the Ministry of Health and the MH-SMART Initiative.

The survey has been developed into three sections

### **Section One - Describing the Organisation**

This section has been designed to capture information about the diversity of organisations that currently exist to provide mental health and or addiction services

### **Section Two - Describing the Organisation's use of Information Technology (IT) and Information Systems**

This section has been designed to identify the current IT capability of the NGOs. This information will be vital for the future collection and reporting of an outcome measurement.

### **Section Three - Describing the Organisation's use of Outcome Measurements**

This section will identify what outcome measurements are currently being used by the NGO mental health and addiction sector and identify any other types of information that is currently

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0508 **PLATFORM** or 0508 752 836

being collected and reported. The MH-SMART Initiative is keen to know what type of outcome measurements are currently being used by the NGO sector as this may inform the direction and development of future outcome measurement tools.

## **SURVEY INSTRUCTIONS**

When completing the survey, please tick one or more boxes as required.

If you have elected to complete the survey on line, go to [www.ngoit.org.nz](http://www.ngoit.org.nz) and utilise the ID number located on the front cover of this booklet.

**OR**

If you have elected to complete the survey by post, complete the attached survey document and return in the self addressed envelope.

**OR**

If you have elected to complete the survey via the telephone, we will contact you and arrange a suitable time.

There are extra pages provided at the back of this survey if you need to provide further information. Please document the question number that relates to the extra information.

## Section One Describing the Organisation

The following tables will describe the organisation's internal function/processes and service detail:

<b>1</b>	What is the legal entity of the organisation? (refer to the glossary for definitions)		
	<input type="checkbox"/> Charitable Trust or Incorporated Society	<input type="checkbox"/> Community Trust	<input type="checkbox"/> Limited Liability Company
	<input type="checkbox"/> Other (please specify.....)		
<b>2</b>	Does the organisation have a formal body of people elected or appointed to oversee the governance of the organisation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>3</b>	What date was the organisation established?(using century, year, month, date e.g. 1970 03 12) OR If the establishment date is not known, provide the year that the organisation was established? (using century, year e.g. 1970)	..... CCYYMMDD ..... CCYY	
<b>4</b>	What are the sources of funding that the organisation receives? (please tick all that apply)		
	<input type="checkbox"/> District Health Board	<input type="checkbox"/> Ministry of Social Development ( <b>MSD</b> )	<input type="checkbox"/> Ministry of Health ( <b>MOH</b> )
	<input type="checkbox"/> Child Youth and Family	<input type="checkbox"/> <b>MSD</b> / Work and Income NZ	<input type="checkbox"/> <b>MOH</b> / Mental Health
	<input type="checkbox"/> Department of Corrections	<input type="checkbox"/> <b>MSD</b> / Employment Contract	<input type="checkbox"/> <b>MOH</b> / Disability Support Services
		<input type="checkbox"/> <b>MSD</b> / Community Participation Contract	
	<input type="checkbox"/> Ministry of Justice	<input type="checkbox"/> ACC	<input type="checkbox"/> Donations/Grants
	<input type="checkbox"/> Consultancy	<input type="checkbox"/> Other (please specify).....	<input type="checkbox"/> Other (please specify).....

<b>5</b>	Approximately, what percentage of the organisation's total income is contracted to the District Health Board and or Ministry of Health for the delivery of mental health and or addiction services?	..... %
<b>6</b>	Does the organisation provide services for: (please tick all that apply)	
	<input type="checkbox"/> Mental Health Sector	<input type="checkbox"/> Addictions Sector
	<input type="checkbox"/> Research and or Community Development	<input type="checkbox"/> Disability Sector
	<input type="checkbox"/> Other (please specify).....	
<b>7</b>	What type of mental health support services does the organisation provide? (please tick all that apply)	
	<input type="checkbox"/> Housing	<input type="checkbox"/> Community Support
	<input type="checkbox"/> Education Programmes	<input type="checkbox"/> Employment
	<input type="checkbox"/> Telephone Support	<input type="checkbox"/> Peer Support
	<input type="checkbox"/> Day Activities	<input type="checkbox"/> Recreation & Leisure
	<input type="checkbox"/> Other (please specify) .....	<input type="checkbox"/> Advocacy
	<input type="checkbox"/> Other (please specify).....	<input type="checkbox"/> Training
	<input type="checkbox"/> Other (please specify).....	<input type="checkbox"/> Packages of care
	What type of addiction support services does the organisation provide? (please tick all that apply)	
	<input type="checkbox"/> Housing	<input type="checkbox"/> Day Programmes
	<input type="checkbox"/> Education Programmes	<input type="checkbox"/> Support Groups
	<input type="checkbox"/> Other (please specify).....	<input type="checkbox"/> Individual Counselling
	<input type="checkbox"/> Other (please specify).....	<input type="checkbox"/> Other (please specify).....
	Please provide a brief description of the organisation's Research and or Community Development contract	
	.....	
	.....	
	.....	
	.....	
	.....	

<b>8</b>	How many people (service users) has your organisation provided support services to in the 12 month period ending 31 <sup>st</sup> October 2005?	..... No. of people (service users)
<b>9</b>	What population groups or communities does your organisation specialise in? (please tick all that apply)	
	<input type="checkbox"/> Child Health	<input type="checkbox"/> Youth Health
	<input type="checkbox"/> Pacific Health	<input type="checkbox"/> Older People Health
	<input type="checkbox"/> Other (please specify).....	<input type="checkbox"/> Adult Health
		<input type="checkbox"/> Maori Health
		<input type="checkbox"/> Other (please specify).....
<b>10</b>	Does the organisation provide services in more than one District Health Board Region?	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	If YES, please tick the DHB regions that the organisation provides services in: (please tick all that apply)	
	<input type="checkbox"/> Auckland	<input type="checkbox"/> Bay of Plenty
	<input type="checkbox"/> Hawkes Bay	<input type="checkbox"/> Hutt Valley
	<input type="checkbox"/> Northland	<input type="checkbox"/> Otago
	<input type="checkbox"/> Taranaki	<input type="checkbox"/> Waikato
	<input type="checkbox"/> Whanganui	<input type="checkbox"/> Canterbury
		<input type="checkbox"/> Lakes
		<input type="checkbox"/> Wairarapa
		<input type="checkbox"/> Waitemata
		<input type="checkbox"/> Capital & Coast
		<input type="checkbox"/> Mid Central
		<input type="checkbox"/> Sth Canterbury
		<input type="checkbox"/> Counties Manakau
		<input type="checkbox"/> Nelson/Marlborough
		<input type="checkbox"/> Tairāwhiti
		<input type="checkbox"/> West Coast
<b>11</b>	Does the organisation hold mental health and or addiction contracts on behalf of other providers?	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	

12	What is the total number of staff employed by the organisation as at the 31 <sup>st</sup> October 2005? (Include staff from management, admin and service delivery)	..... (no. of staff)
13	How many Worked Full Time Equivalents does the organisation employ as at 31 <sup>st</sup> October 2005? (refer to the glossary for Worked FTE definition)  How many of these Worked Full Time Equivalents does the organisation employ for the delivery of mental health and or addiction service? (Include staff from management, admin and service delivery)	..... (no. of FTE's)  ..... (no. of mental health and or addiction FTE's)
15	Does the organisation utilise unpaid staff (volunteers)? If you answered yes, what is the total number of unpaid staff as at 31 <sup>st</sup> October 2005? ..... (no. unpaid staff)	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	What is the total number of staff that have completed The National Certificate in Mental Health (Mental Health Support Work)? ..... (no. of staff who have completed MH Cert)  What is the total number of staff training towards the National Certificate in Mental Health (Mental Health Support Work)? ..... (no. of staff who are working towards the MH Cert)	
17	Does the organisation have a workforce development plan or similar	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Other Information</b>		
1	Please describe any innovations that the organisation has developed within mental health and or addiction service delivery that it would like to profile to the Ministry of Health  ..... ..... ..... ..... ..... .....	



## Section Two Describing the Organisations Use of Information Technology (IT) and Information Systems

The following tables will describe the organisation's current computer capability and readiness to report and collect mental health consumer information. This section will cover applications/software, networks, hardware, IT support, reporting and IT strategy.

<b>Application / Software</b>	
<b>1</b>	<p>Does the organisation use a computer software programme to manage all or part of its business <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If NO, go to Reporting within this section</p>
<b>2</b>	<p>Which business processes are supported by computer software? (Please tick all that applies). If the organisation has developed its own unique software tick "internal development"</p> <p><input type="checkbox"/> Financials    <input type="checkbox"/> Payroll    <input type="checkbox"/> Human Resources    <input type="checkbox"/> Simple word processing/spreadsheets/e-mail</p> <p><input type="checkbox"/> Client/service user administrative information    <input type="checkbox"/> Client/service user clinical information</p> <p><input type="checkbox"/> Workforce Management (e.g. rosters, time sheeting, scheduling)    <input type="checkbox"/> Other(please specify) .....</p> <p><input type="checkbox"/> Internal Development</p>
<b>3</b>	<p>How would you describe the level of integration of the organisation's software? (i.e. data is entered only once and reused many times in different areas of the organisation's business e.g. referral details)</p> <p><input type="checkbox"/> Poor    <input type="checkbox"/> Fair    <input type="checkbox"/> Good    <input type="checkbox"/> Excellent</p> <p>How much do you consider this to effect the organisation's business efficiency?</p> <p><input type="checkbox"/> Not at all    <input type="checkbox"/> A little    <input type="checkbox"/> Moderately    <input type="checkbox"/> Significantly</p>
<b>4</b>	<p>Does the organisation share computer software programmes with other NGOs or DHBs? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If YES please list</p> <p>Details of software programmes?</p> <p>.....</p> <p>.....</p> <p>.....</p>

5	<p>Does the organisation share service delivery/contract information with other NGOs or DHBs? (e.g. information that is transferred directly from organisation to organisation electronically (system to system) example electronic referrals/discharges, assessments outcome measurements)</p> <p><input type="checkbox"/> Not at all    <input type="checkbox"/> A little    <input type="checkbox"/> Moderately    <input type="checkbox"/> Significantly</p>
6	<p>Does the organisation have a public facing website?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>Website internet address .....</p>
7	<p>Does the organisation have an intranet site?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>If YES what is it used for</p> <p>Intranet is used for:</p> <p>.....</p> <p>.....</p> <p>.....</p>
<b>Networks</b>	
1	<p>Does the organisation have internet access at all workplaces?    <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p>If NO what is the proportion of workplaces that have internet access?</p> <p><input type="checkbox"/> &gt;75%    <input type="checkbox"/> 50-75%    <input type="checkbox"/> 25-50%    <input type="checkbox"/> 1-25%    <input type="checkbox"/> 0%</p>
2	<p>How does the organisation predominately access the internet?</p> <p><input type="checkbox"/> Dial up    <input type="checkbox"/> Broadband    <input type="checkbox"/> Other (please specify) .....</p> <p>Who is the Internet Service Provider? .....</p>
3	<p>What is the proportion of computers at workplaces that are linked into an internal network of some description?</p> <p><input type="checkbox"/> &gt;75%    <input type="checkbox"/> 50-75%    <input type="checkbox"/> 25-50%    <input type="checkbox"/> 1-25%    <input type="checkbox"/> 0%</p>
4	<p>How many staff have their own e-mail address? ..... (no. of staff )</p>

<b>5</b>	Are staff able to access organisational information remotely via the internet?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Hardware</b>			
<b>1</b>	How many of the following hardware devices does the organisation provide for staff use? (please tick all that apply) .....PCs    .....Laptops    ..... PDAs    ..... Mobile Phones    ..... Tablet Computers		
<b>2</b>	Does the organisation have internal servers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	If YES, how many and what applications does the organisation utilise the servers for?	No. of servers ..... Describe briefly server use ..... ..... .....	
<b>3</b>	Does the organisation own or lease computer hardware devices? (please tick only one)		
	<input type="checkbox"/> Own <input type="checkbox"/> Lease <input type="checkbox"/> Both own and lease		
<b>4</b>	What is the average age of the computer equipment?		
	<input type="checkbox"/> <1 year <input type="checkbox"/> 1-2 years <input type="checkbox"/> 2-3 years <input type="checkbox"/> >3 years <input type="checkbox"/> pre 2000		
<b>IT Support</b>			
<b>1</b>	Is the organisation's IT hosted by an external organisation?		
	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	If YES, what areas of IT are supported by the external provider? (please tick all that apply)		
	<input type="checkbox"/> Network Infrastructure (communications)	<input type="checkbox"/> Hardware (Including servers, pcs, laptops)	<input type="checkbox"/> Internet and e-mail
	<input type="checkbox"/> Software		

2	Does the organisation have tape or disk back up?	<input type="checkbox"/> Tape	<input type="checkbox"/> Disk
	Is the tape or disk stored safely?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Is the tape or disk stored offsite?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3	Are the staff able to access a help desk service for computer issues (e.g. software, network, hardware)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4	Does the organisation provide computer training to staff internally or access it externally?	<input type="checkbox"/> Internal training	<input type="checkbox"/> External training
<b>Reporting</b>			
1	Does the organisation report to MHINC (refer to the glossary for definition) If NO go to IT Strategy within this section	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2	How does the organisation report MHINC data to the MOH?	<input type="checkbox"/> Electronic Form	<input type="checkbox"/> Paper Form
3	Does the organisation compile the MHINC data automatically (i.e. system generated) or manually?	<input type="checkbox"/> MHINC data compiled automatically <input type="checkbox"/> MHINC data compiled manually	
4	<p>If the organisation utilises software to capture and store the data used to submit to MHINC, can new reporting be added to the software?</p> <p>If YES, does the organisation have internal resources to make the changes or will this require external resources?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Internal resources <input type="checkbox"/> External resources	
<b>IT Strategy</b>			
1	Does the organisation have an Information Systems Strategic Plan?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

2	<p>Does the organisation have plans to purchase new software, upgrade or replace existing software?</p> <p>If YES, when will this occur and what business process will the organisation address?</p> <p>Business processes (please tick all that apply or tick Internal development only if the organisation is going to develop it's own unique software)</p>	<p><input type="checkbox"/> Yes      <input type="checkbox"/> No</p> <p><input type="checkbox"/> &lt;1year    <input type="checkbox"/> 1-2years    <input type="checkbox"/> 3yrs    <input type="checkbox"/> &gt;3years</p> <p><input type="checkbox"/> Financials    <input type="checkbox"/> Payroll    <input type="checkbox"/> Human Resources    <input type="checkbox"/> Simple word processing/spreadsheets/e-mail</p> <p><input type="checkbox"/> Client/service user administrative information    <input type="checkbox"/> Client/service user clinical information</p> <p><input type="checkbox"/> Workforce Management (e.g. rosters, time sheeting, scheduling)    <input type="checkbox"/> Other (please specify).....</p> <p><input type="checkbox"/> Internal Development</p>
3	<p>Does the organisation's IT capability/strategy address the needs of mobile staff to enable access to service delivery related information?</p> <p>If YES, please provide a brief description of how this will occur</p>	<p><input type="checkbox"/> Yes      <input type="checkbox"/> No</p> <p>Brief description</p> <p>.....</p> <p>.....</p>
4	<p>What level of expenditure is planned on IT over the next three years?</p>	<p>..... (\$)</p>
5	<p>Does the organisation have any comments regarding the use of IT to support its service delivery, management and reporting capability?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

### Section Three Describing the Organisations Use of Outcome Measurements

Complete the following table that will describe the organisation's readiness to report and collect outcome measurements or similar:

<b>1</b>	<p>Does the organisation currently use an outcome measurement tool to collect and report information about people (service users) that the organisation supports?</p> <p>If YES, please provide a brief description of the tool and please forward either a hard or electronic copy to Platform</p> <p>If NO, go to question 6</p>	<p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>Outcome Measurement Tool details:          .....          .....</p>
<b>2</b>	<p>Does the organisation have nominated personnel who are responsible for managing the collection and reporting of the outcome measure?</p> <p>If YES what is the role of this position in the organisation?</p>	<p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>Position in Organisation .....</p>
<b>3</b>	<p>Does the organisation collect the outcomes data using existing database software? (i.e. client management system)</p> <p>If No go to question 5</p> <p>Does the existing database software have the capacity to include <b>NEW</b> collection and reporting of information about people (service users) that the organisation supports</p> <p>Does the existing database software provide outcome reports?</p> <p>If YES, who in the organisation receive the reports? (please tick all that apply)</p> <p><input type="checkbox"/> Management            <input type="checkbox"/> Support staff            <input type="checkbox"/> Service users            <input type="checkbox"/> Other (please specify).....</p>	<p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>
<b>4</b>	<p>How does the organisation enter the collection of the outcome data when using existing database software? (please tick one box only)</p> <p><input type="checkbox"/> Data is entered directly by staff who have completed the outcome measure</p> <p><input type="checkbox"/> Data is entered by other staff at a central location</p>	

5	<p>Does the organisation collect the outcomes data on paper forms?</p> <p>Does the organisation store the collection of the outcomes data on a separate database? (i.e. excel spreadsheet)</p>	<p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>
6	<p>Does the organisation collect and report other types of information about people (service users) that the organisation supports?</p> <p>If Yes, please tick all that apply</p> <p><input type="checkbox"/> Satisfaction Surveys      <input type="checkbox"/> Questionnaire Surveys      <input type="checkbox"/> Other (please specify) .....</p> <p><input type="checkbox"/> Other (please specify).....!</p> <p>How does the organisation store this collection of mental health consumer information? (tick all that apply)</p> <p><input type="checkbox"/> Data is entered into the existing database software      <input type="checkbox"/> Data is entered on a separate database (i.e. excel spreadsheet)</p> <p><input type="checkbox"/> Data is held on paper file</p> <p>Does the organisation provide reports about the collection of this mental health consumer information to management?</p>	<p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>
7	<p>What does the organisation consider the current and future challenges to implement an outcome measurement tool within the organisation?</p>	<p>Please provide details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>







## Glossary

Term	Definition
Charitable Trust or Incorporated Society	A Trust is a group of people (called Trustees) who agree to hold money or assets and carry out activities for the benefit of certain people (called beneficiaries), or in case of a Charitable Trust, for the benefit of the community, and does not include Community Trusts.
Community Trusts	Community Trusts are non-profit organisations that provide health and disability support services, and do not include Charitable Trusts
Limited Liability Company	A limited liability company is a company registered under the Companies Act 1993 where the liability of the shareholders is limited to the extent that the company's share capital is not paid up or any liability imposed on the shareholders in the company's constitution.
Mental Health Information National Collection (MHINC)	The national database of mental health information held by the New Zealand Health Information Service (NZHIS) to support policy formation, monitoring and research.
Mental Health Standard Measures of Assessment and Recovery (MH-SMART)	MH-SMART will implement a suite of standard tools or measures to measure changes in the health status of mental health service users. These tools will assist consumers, clinicians, service providers and funders to identify the possible contribution mental health services have made to the recovery journey.
Workforce Development Plan	A workforce development plan will take into account attraction, recruitment and retention of staff. Succession planning, quality, performance, developing and maintaining a sustainable and productive mental health and addiction workforce.

## Glossary

### Worked Full Time Equivalent

General statement - the number of hours worked represents the staff resource that is actually available for productive work after deducting all types of leave and adding overtime. This measure is useful in analyzing productivity and service capacity.

<b>Definition</b>	<p>The number of hours Worked FTE as:</p> $\frac{\text{Worked Hours}}{\text{Standard 40 Hour / Week Divisor}}$ <p>Where:            "Worked Hours" is 'Paid Hours', less any time away from the workplace for Leave, training or Study            "Standard 40 Hour / Week Divisor" standardised based on the total annual work days, multiplied by a standard 8 hour day.            Standardised hours are then allocated to monthly periods.</p>
<b>Types of hours included in calculation:</b>	<p>Paid Hours (ordinary contracted hours of paid work)            Paid overtime hours            Call-back hours            Casual and temporary staff hours</p>
<b>Types of hours excluded:</b>	<p>On-call hours            All types of leave hours, when taken, whether paid or not (e.g. annual, sick, special, study, parental, statutory, bereavement)            Time in lieu hours</p>
<b>Example 1</b>	<p>Staff member is contracted for 40 hours per week, but works and is paid for 8 extra hours at standard time:</p> $\frac{48}{40} = 1.2 \text{ FTE}$
<b>Example 2</b>	<p>Staff member is contracted for 40 hours per week, but takes 8 hours leave and 8 hours training:</p> $\frac{24}{40} = .6 \text{ FTE}$
<b>Example 3</b>	<p>Staff training is contracted for 50 hours per week, but takes 8 hours leave and 8 hours training:</p> $\frac{34}{40} = .85 \text{ FTE}$