

Services & Infrastructure

Defined as the availability and access to services and related infrastructure; respectfully delivered health and human services; adequate and affordable housing, recreation facilities and programming; and specialized services designed to meet the needs of Elders and youth.

Indicators:

Community Infrastructure

Sewer & Water

- 1 – houses with/without water & sewer
- 2 – water borne illnesses
- 3 – houses relying on bottled water

Locally Staffed

- 4 – treatment facilities without staff
- 5 – facility staff from community
- 6 – community staff training levels

Indicator #2

Roads

- 7 – accidents on roads
- 8 – repairs due to road conditions

Service Delivery

Local

- 9 – services available in community
- 10 – health professionals in community
- 11 – visits by health professionals
- 12 – local service usage

13 – community training in ERT

14 – distance from services

Consistent

- 15 – frequency of health service delivery
- 16 – scheduled services delayed
- 17 – time to complete treatment plans
- 18 – treatment completed/compromised

Compassionate

- 19 – wait time for appointment transport.
- 20 – compassionate policy exceptions
- 21 – cultural awareness programs

Confidential

- 22 – service confidentiality guidelines
- 23 – staff trained on confidentiality

Youth

- 24 – specific services for youth
- 25 – new funds for youth programs
- 26 – youth addiction treatment facilities

Elders

- 27 – medical translator/companion

- 28 – meals on wheels program
- 29 – social gathering place for Elders
- 30 – programs & activities for Elders
- 31 – local palliative care for Elders

Infrastructure

- 32 – size/capacity of facility
- 33 – suitability of facility
- 34 – facility usage
- 35 – proper equipment for facility

Housing

Availability

- 36 – residents per house

... continued on next page

37 – generations per house

38 – Tuberculosis rates

39 – housing waiting lists

Quality

40 – houses in need of repair

41 – quality of housing insulation

42 – presence of black mold

43 – frequency of sewer back-ups

44 – accidents in the home

45 – EHO inspector visits

Elders

46 – housing units designed for Elders

47 – house maintenance for Elders

Affordable

48 – low cost housing units

49 – % of income required for housing

Jurisdiction Fragmentation

50 – agencies responsible for housing

51 – time to complete house repairs

Ownership

no indicators proposed

Recreation

Facilities

52 – type/condition of recreation facilities

53 – programs with proper equipment

Programming

54 – activities available

55 – summer activities available

56 – programs cancelled

57 – participation & retention levels

58 – age range of participants

Staffing

59 – funding for trained staff

60 – programs run by staff vs volunteers

61 – range of programs offered

62 – participation and retention levels

63 – support for recreation staff

Youth

64 – youth centre in community

65 – youth involved in programs

66 – school drop out rates

67 – school absentee rates

68 – youth alcohol and drug use

Promotion

Indicators #54, 57, 58

69 – direct contacts to provide information

Affordable

70 – cost of recreation to users

71 – volunteers assisting with programs

72 – utilization of existing resources

Technology

Current

73 – water/sewer technology used

High Speed Internet

74 – internet use in the community

75 – internet technology at health facility

76 – distance education enrolment

77 – internet reliability

Data Management

no indicators proposed

Service Sustainability

Sufficient Funding

78 – levels of program/service funding

79 – program needs met by funding

80 – vacant positions

Stable Funding

81 – long term vs short term funding

82 – duration of programs

83 – programs cancelled

84 – staff turnover rates

Indicator #80

85 – funding commitments honoured

Jurisdiction Fragmentation

86 – # agencies involved in funding

87 – resources allocated to administration

Participation

88 – service staff from community

89 – staff turnover rates

90 – mechanisms for participation

91 – health education and awareness

Collaboration

92 – community inter-agency meetings

93 – regional inter-agency meetings

94 – service delivery collaborations

Communication

95 – community newsletter

96 – community meetings

Realistic

Indicator #12

97 – proximity of duplicate services

98 – medical transport driver/patient ratio

99 – funder cutbacks re: abuse perception

Staffing

Indicator #21

Services & Infrastructure

Services & Infrastructure >> Community Infrastructure >> **Sewer & Water**

Issues Identified: *Communities require adequate sewer and water treatment systems that use proper technology, meet current standards and are operated and maintained by trained staff.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
1	# of houses with/without adequate sewer and water services	<p>Local survey required – suggested questions and existing data found at:</p> <p>A) RHS (Adult survey):</p> <ul style="list-style-type: none"> - What is the main water supply for your household? (List includes: local/community water supply; trucked, well; collect yourself from water plant; collect yourself from river, lake, pond; from a neighbour's house) - Do you use any other sources of drinking water? (List includes: bottled water, water from another house, boiled tap water, river lake or stream). - Do you consider the main water supply in your home safe for drinking? - <i>Community level data for RHS survey exists: must be accessed by community.</i> <p>B) http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community</p>
2	# of illnesses caused from water borne diseases	<p>Existing data found at:</p> <p>B) http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community</p>
3	# of houses relying on purchased drinking water	Local survey required

Press 'Home' key to return to list of indicators

Data Sources:

A) RHS: First Nations and Inuit Regional Longitudinal Health Survey (Adult survey) – Questions 29/30/31

Find source at: http://www.naho.ca/firstnations/english/pdf/key_docs_adult.pdf

B) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Services & Infrastructure

Services & Infrastructure >> Community Infrastructure >> **Locally Staffed**

Issues Identified: *Operation and maintenance of critical infrastructure (sewer & water) should be carried out by trained community members to avoid gaps in service that occur due to staff turnover and scheduling of outside staff.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
4	# of instances where treatment facilities are without staff members	Local survey required
5	# of community members who are employed in water/sewer facilities	Local survey required
6	% of community staff who are properly trained	Local survey required

[Press 'Home' key to return to list of indicators](#)

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
	<p># of illnesses caused from water borne diseases</p>	<p>See Indicator 2</p>

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Community Infrastructure >> **Roads**

Issues Identified: *The quality of roads, both within communities and between communities where roads exist, is often poor, increasing the cost of vehicle maintenance and reducing mobility.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
7	# of accidents on roads	Local survey required
8	# of vehicle repairs due to road conditions	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Delivery >> **Local**

Issues Identified: *Wherever possible, services should be available locally to enable people to remain in their communities. Where services have to be “brought in” to a community they should be designed to accommodate that purpose (i.e. mobility of health professionals). Community members should be trained in critical incident response in communities without resident trained personnel.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
9	# of services available in the community	Local survey required
10	# of health professionals who live in the community	Local survey required
11	# of health professional visits to the community	Local survey required

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
12	# of trips outside of community for service that is available locally	Local survey required
13	# of community members trained in ERT / First Responders; # training opportunities	Local survey required
14	Distance from services	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Delivery >> **Consistent**

Issues Identified: *Services need to be regularly scheduled so that people know when they are available, and should be offered as scheduled, without changes, delays or cancellations.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
15	Frequency of (health) service delivery	Existing data found at: http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community
16	# of scheduled services changed, delayed or cancelled	Local survey required
17	Time period to complete treatment plans	Local survey required
18	# of treatment plans completed vs. compromised	Local survey required

Data Sources:

A) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Press 'Home' key to return to list of indicators

Services & Infrastructure

Services & Infrastructure >> Service Delivery >> **Compassionate**

Issues Identified: *Services delivered both within and outside the community should be delivered with compassion, respect and cultural awareness. Services should be designed (and modified as required) to minimize undue inconvenience and hardship for clients.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
19	Waiting time for transportation from doctor appointment back to community	Local survey required
20	# of policy exceptions requested / granted for compassionate reasons	Local survey required
21	# of cultural awareness programs & attendance rates	Local survey required

Data Sources:

No indicator/survey source at this time

[Press 'Home' key to return to list of indicators](#)

Services & Infrastructure

Services & Infrastructure >> Service Delivery >> **Confidential**

Issues Identified: *Services should be delivered in a confidential and professional manner.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
22	# of services with confidentiality guidelines	Local survey required
23	# of staff trained on guidelines	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Delivery >> **Youth**

Issues Identified: *Specific services for youth are essential to keep youth engaged and healthy; those identified included a youth centre and targeted recreation, addictions, culture, mentoring and education programs.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
24	#, type and use of specific youth services, programs & facilities	Local survey required
25	Amount of new funds for youth programs (not reallocated funds)	Local survey required
26	Youth addiction treatment centre and/or mobile program	Local survey required

Data Sources: No indicator/survey source at this time

[Press 'Home' key to return to list of indicators](#)

Services & Infrastructure

Services & Infrastructure >> Service Delivery >> **Elders**

Issues Identified: *Services for Elders are seen as very important to ensuring they are involved in the community, are involved with youth, and have the necessary supports to allow them to remain in the community as they grow old.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
27	<p>Medical translation & companion services available and funded</p>	<p>Local survey required</p>
28	<p>Meals on wheels program in community</p>	<p>Local survey required</p>
29	<p>Social gathering place for Elders (e.g. coffee house)</p>	<p>Local survey required</p>

[Press 'Home' key to return to list of indicators](#)

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
30	# and type of activities and programs for Elders & participation	Local survey required
31	Palliative care available in community	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Delivery >> **Infrastructure**

Issues Identified: *Services require suitable infrastructure to carry out identified activities (buildings, equipment, supplies).*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
32	Size / capacity of facility	Local survey required
33	Suitability of facility (daycare has windows)	Local survey required
34	Usage rates of facility (can indicate suitability)	Local survey required
35	Facility has proper equipment for designed use	Local survey required

Data Sources: No indicator/survey source at this time

[Press 'Home' key to return to list of indicators](#)

Services & Infrastructure

Services & Infrastructure >> Housing >> **Availability**

Issues Identified: *A lack of housing units results in overcrowding, contributing to increased incidence of communicable diseases (esp. tuberculosis, and mental health issues (stress, alcohol & drug abuse). Loss of a housing space is a deterrent to those who wish to move temporarily from the community to pursue education.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
36	# of residents per house	Local survey required – suggested questions and existing data found at: A) CBM (Adult survey): - Do you think that your current house is overcrowded? B) RHS (Adult survey): - How many children usually live in this household? - Including yourself, how many adults live in this household? - How many rooms are in your home? - <i>Community level data for RHS survey exists: must be accessed by community.</i> C) http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community
37	# of generations per house	Local survey required
38	Tuberculosis rates	Local survey required

Press 'Home' key to return to list of indicators

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
39	Housing waiting lists	Local survey required

Data Sources:

A) CBM: Community-Based Monitoring Project (Adult survey: page 23 in document; page 26 in PDF) – Question 18
 Find source at: http://www.wkss.nt.ca/HTML/08_ProjectsReports/PDF/CBMFinal2002.pdf

B) RHS: First Nations and Inuit Regional Longitudinal Health Survey (Adult survey) – Questions 19/20/25
 Find source at: http://www.naho.ca/firstnations/english/pdf/key_docs_adult.pdf

C) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Services & Infrastructure

Services & Infrastructure >> Housing >> **Quality**

Issues Identified: *Many housing units are in disrepair, some without proper services such as sewer and water. Houses in poor condition contribute to accidental injuries and health hazards.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
40	# of housing repairs needed	Local survey required – suggested questions and existing data found at: A) CBM (Adult survey) (also found in Stats Can Community profiles): - % Housing in need of major repairs B) http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community
41	Housing insulation quality	Local survey required
42	Presence of black mold	Local survey required
43	Frequency of sewer backups	Local survey required

Press 'Home' key to return to list of indicators

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
44	# of accidents in the home	Local survey required
45	# of visits from EHO inspectors	Local survey required

Data Sources:

A) CBM: Community-Based Monitoring Project (Adult survey: page 23 in document; page 26 in PDF) – Question 19
 Find source at: http://www.wkss.nt.ca/HTML/08_ProjectsReports/PDF/CBMFinal2002.pdf

B) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Services & Infrastructure

Services & Infrastructure >> Housing >> **Elders**

Issues Identified: *Housing that meets the special needs of Elders (mobility, restricted vision) is required along with programs that support Elders to remain in their homes and community.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
46	# of housing units specifically designed or modified for Elders	Local survey required
47	Level of assistance with house maintenance for Elders	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Housing >> **Affordable**

Issues Identified: *An overall scarcity of housing units contributes to higher rents and a further lack of low-income housing units contributes to overcrowding, as those with low incomes move in with other family members. Frequent moves in search of better housing increases costs (i.e. re-hookup of utilities).*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
48	# of low cost housing units	Local survey required
49	% of income required for housing	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Housing >> **Jurisdiction Fragmentation**

Issues Identified: *Responsibility for provision and maintenance of housing units is multi-jurisdictional and results in gaps in availability and quality of housing.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
50	# of agencies responsible for housing	Local survey required
51	Time period to complete housing repairs	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Housing >> **Ownership**

Issues Identified: *Unavailability of serviced lots for individual purchase and difficulties in obtaining financing are challenges to home ownership.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
	None proposed	Existing data found at: A) http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community

Data Sources:

A) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Services & Infrastructure

Services & Infrastructure >> Recreation >> **Facilities**

Issues Identified: *Appropriate, well-maintained facilities are required to house recreation and leisure activities. Proper equipment is also needed for the activities to take place.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
52	# and type and condition of recreational facilities in the community	Local survey required
53	% of programs with proper equipment	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Recreation >> **Programming**

Issues Identified: *A range of recreation and leisure programs should allow for all community members to be involved in activities, facilitating year-round use (not just linked to school year) in all environments. Programs must be dependable - short term programs discourage participation.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
54	# and type of activities available	Local survey required
55	# of activities available during summer months	Local survey required
56	# of programs cancelled	Local survey required
57	Participation & retention levels	Existing data found at: A) http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
58	Age range of participants in specific (i.e. using ice rink) and overall activities	Local survey required

Data Sources:

A) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Services & Infrastructure

Services & Infrastructure >> Recreation >> **Staffing**

Issues Identified: *Funds must be available to hire staff who are trained in Recreation Services and can properly design, deliver and promote a broad range of programs and understand how to motivate and retain participation.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
59	Funding available to hire trained staff	Local survey required
60	# of programs run by trained staff vs. volunteers	Local survey required
61	Range of programs offered	Local survey required
62	Program participation & retention levels	Local survey required

[Press 'Home' key to return to list of indicators](#)

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
63	Level of support for recreation staff	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Recreation >> **Youth**

Issues Identified: *Providing recreational opportunities for youth is seen as one of the most important ways to keep youth engaged in the community and to provide an alternative to drug and alcohol use. A youth centre is seen as a critical facility.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
64	Youth centre in community	Local survey required
65	% of youth involved in programs	Local survey required
66	School drop out rates	Local survey required
67	School absentee rates	Local survey required

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
68	Levels of alcohol & drug use among youth	Local survey required

Data Sources:

A) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Services & Infrastructure

Services & Infrastructure >> Recreation >> **Promotion**

Issues Identified: *Programs must be promoted to build community support and participation. Individual contact is seen as important, as well as a group participation approach to keep up motivation (i.e. walking group).*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
	# and type of activities available	See Indicator 54
	Program participation & retention levels	See Indicator 57
	Age range of participants	See Indicator #58
69	# of direct contacts to provide information on activities	Local survey required

Data Sources: No indicator/survey source at this time

[Press 'Home' key to return to list of indicators](#)

Services & Infrastructure

Services & Infrastructure >> Recreation >> **Affordable**

Issues Identified: *Services and programs must be affordable for community members as user fees can be a deterrent to usage. Finding ways to utilize the resources within the community can reduce funding requirements.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
70	Cost of recreation activities to users	Local survey required
71	# of volunteers assisting with recreation programs	Local survey required
72	# of existing community resources utilized for recreation (e.g. outside rink; field for ball diamond; walking trails; lake)	Local survey required

[Press 'Home' key to return to list of indicators](#)

Data Sources: No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Technology >> **Current**

Issues Identified: *Communities must have access to appropriately current technology (structures, systems, processes, equipment and training) to properly operate and maintain services and infrastructure.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
73	Water & sewer treatment technologies in use	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Technology >> **High Speed Internet**

Issues Identified: *Access to reliable high speed internet is crucial to enable the use of new technology in the health facility, to access distance educational opportunities, to access information and resources, and to facilitate a broad range of communication needs.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
74	Internet use in the community	<p>Local survey required – suggested questions and existing data found at:</p> <p>A) Aboriginal Peoples Adult Survey (Communications section, questions 4, 5):</p> <ul style="list-style-type: none"> - In the past twelve months, did you use the Internet? - Where have you used the Internet in the past twelve months? <p>Aboriginal Peoples Adult Survey (Education section, question 26)</p> <ul style="list-style-type: none"> - Did you take any of your postsecondary courses by correspondence or through some other form of distance education? By “distance” we mean education received via mail or electronic media such as television, CD-ROM or the Internet? <p>B) http://www.statscan.ca >> (English / French) >> Community Profiles >> 2001 Aboriginal Peoples Survey Community Profiles or 2001 Aboriginal Population Profile >> Choose a community</p>
75	Internet technology in use at health care facility	Local survey required

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
76	# of community members enrolled in distance education courses	Local survey required
77	# of minutes of interrupted/unavailable internet service	Local survey required

Data Sources:

A) Statistics Canada: 2001 Aboriginal Peoples Survey (Adult) – Question 4/5 (Communications Section) & Question 26 (Education Section)
 Find source at: http://www.statcan.ca/english/sdds/instrument/3250_Q1_V1_E.pdf

B) Statistics Canada: 2001 Community Profiles. Find source at: <http://www12.statcan.ca/english/profil01/PlaceSearchForm1.cfm>

Services & Infrastructure

Services & Infrastructure >> Technology >> **Data Management**

Issues Identified: *Data collection systems and trained staff are required to collect and manage the information necessary to conduct needs assessments, obtain funding and other resources, provide accountability and conduct program evaluation.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
	None proposed	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Sufficient Funding**

Issues Identified: *In order to be effective and produce desired outcomes, services require sufficient funding (budget) to carry out identified activities.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
78	Levels of program/ service funding	Local survey required
79	% of program/ service needs met by funding	Local survey required
80	# of vacant positions	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Stable Funding**

Issues Identified: *Services require stable, long-term funding to allow for planning and evaluation, and to develop community commitment and support. It is important that funding commitments made to communities are honoured.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
81	Duration dates of funding agreements	Local survey required
82	Duration of programs	Local survey required
83	# of programs cancelled	Local survey required
84	Staff turnover rates	Local survey required
	# of vacant positions	See Indicator 80

[Press 'Home' key to return to list of indicators](#)

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
85	# of funding commitments met vs. not kept	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Jurisdiction Fragmentation**

Issues Identified: *Responsibility for services and programs is multi-jurisdictional and results in “patchwork” program and service delivery that is administratively intensive. A myriad of budget and statistical reporting requirements uses a great deal of the resources which could be spent on direct service or program delivery.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
86	# of agencies involved in funding specific/ overall services and programs	Local survey required
87	% of resources allocated to administration	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Participation**

Issues Identified: *Involving community (Aboriginal) members in service planning and delivery can ensure appropriate programs and services, minimize gaps in service created by staff turnover, provide employment, and build community support and capacity.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
88	# of community members employed/ involved in service delivery	Local survey required
89	Staff turnover rates	Local survey required
90	# and type of mechanisms for community participation (planning meetings, committees)	Local survey required

[Press 'Home' key to return to list of indicators](#)

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
91	# of health education opportunities for community members	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Collaboration**

Issues Identified: *Communication and coordination of services within communities and between agencies, can improve the range of services and delivery options available.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
92	# of community inter-agency meetings	Local survey required
93	# of regional inter-agency meetings	Local survey required
94	# of collaborative service delivery initiatives	Local survey required

Data Sources:

No indicator/survey source at this time

[Press 'Home' key to return to list of indicators](#)

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Communication**

Issues Identified: *Communication must exist between service providers and the community to ensure members are aware of, use, and support the service.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
95	Community newsletter & distribution/readership	Local survey required
96	# of community meetings held and attendance rates	Local survey required

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Realistic**

Issues Identified: *To realistically meet the needs of the community, factors such as service area population, demand, use, cost, proximity of like services, etc. must be considered in service planning and delivery. Awareness is needed of what constitutes abuse of services vs. acceptable use.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
	# of trips outside of community for service that is available locally	See Indicator 12
97	Proximity of duplicate services	Local survey required
98	Medical transportation driver/patient ratio	Local survey required
99	# of funder cutbacks due to perception of abuse	Local survey required

[Press 'Home' key to return to list of indicators](#)

Data Sources:

No indicator/survey source at this time

Services & Infrastructure

Services & Infrastructure >> Service Sustainability >> **Staffing**

Issues Identified: *High rates of staff turnover negatively impact programs in many ways including causing service gaps and reducing service dependability and usage. An understanding of cultural and geographic realities for non-Aboriginal and non-northern staff is seen as a way to reduce staff turnover and connect workers to the community.*

Indicator #	Community Proposed Indicator	Community Level Data Sources (suggestions)
	<p># of cultural awareness programs & attendance rates</p>	<p>See Indicator 21</p>

Data Sources:

No indicator/survey source at this time