YSM
YONGE STREET MISSION

TIMES™

Transformation
Integrated
Measurement
Evaluation
System

What is TIMES™?

TIMES™ is a custom-built measurement and evaluation system that captures data in real-time as community members use YSM programs. It measures program success on an individual basis along a five-point scale; there are 18 categories to be measured, such as shelter, mental health, and employment readiness.

By using TIMES™, we quantify the qualitative experiences that we witness everyday. We're able to visually chart how our programs are being used so that we can better support our community members.

PATHWAYS TO MEANINGFUL INCOME: AN INDIVIDUAL'S JOURNEY

Toronto is home to 500,000 residents struggling with poverty. Since 1896, YSM has supported vulnerable populations with grassroots services, including food security, housing, education, and employment support.

Over the past six years, we've been analyzing our approach to wraparound services by capturing data using TIMES™, our custom-built data aggregation software. **Pathways To Meaningful Income** is a three-part series that examines the data behind our community members' journeys toward employment.
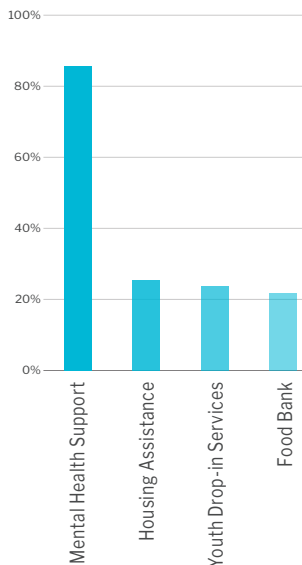
THE COMPLEX JOURNEY FROM POVERTY TO EMPLOYMENT

When 26-year-old Chase arrived at YSM, his stomach was aching. Living with noise and light hypersensitivity, as well as depression, led to debilitating headaches and suicidal thoughts. This put Chase's life on hold.
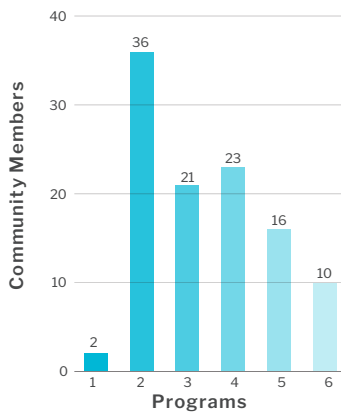
YSM supported Chase with warm meals, clothes, and mental health resources before considering the next step toward a meaningful income.

The data collected to date shows that many folks like Chase enter through YSM's doors. They require a variety of support services prior to employment readiness programming.

Services Required by Community Members

Number of Programs per Community Member

Real Stories, Real Data

At YSM, we use a four-stage approach to poverty reduction. TIMES™ has helped to determine that **60%** of all program participants require services within the first two stages. These types of services include food, clothing, community support, health, counselling, mentorship, and spiritual support.

More specifically, between June 2021 and May 2023, of those that came to YSM stating they require employment services, **85.6% needed mental health support**, with housing assistance (**25.4%**), youth drop-in services (**23.7%**), and food bank access (**22%**) as the next most often needed services.

These barriers must be addressed before community members can focus on employment to their fullest abilities. To that point, of the 118 community members receiving employment services between February to May 2023, **36** participated in two YSM programs, **21** joined three programs, and **59** were involved in four or more.

Data Drives Knowledge. Knowledge Drives Change.

Understanding TIMES™ data helps us to meet our community's definitive needs and allocate the necessary resources to effect social change. This holistic approach is essential for long-lasting impacts. It allows us to visually determine the co-factors that are creating negative health and social outcomes in our communities, and helps us make the required changes to remove the barriers that often keep people trapped.

Data as a Roadmap to Social Support

TIMES™ data points us in the right direction, building a roadmap into the future that benefits everyone: our staff, volunteers and community members, as well as our neighbours, partners, and policy makers as we work in partnership to end chronic poverty in Toronto in this generation.

Interested in how data can move your poverty-reduction strategy forward?

Call us at 416-929-9614