

Evaluating the accessibility, inclusivity, participant experience, and effectiveness of the Peterborough Youth Services (PYS) Crisis Response Service program



Introduction

Peterborough Youth Services (PYS) is a mental health and youth justice organization providing numerous programs and services for youth and their families to ultimately enhance the safety and well-being of clients and the larger communities at hand. PYS and its collaborators are working to enhance their ability to identify clients' needs and ensure clients get access to appropriate services without obstructions.

Core Question

What is the most appropriate structure, form, and content of an evaluation instrument for the Crisis Response Program offered by PYS?



Subsidiary Questions

What is the most appropriate structure, form, and content of evaluation modules on effectiveness, accessibility, and inclusivity for the CRS program?

What is the most appropriate structure, form, and content of a participant experience study for the CRS program?

Preliminary Results

Questionnaire Content

Accessibility

- Accommodations (e.g. childcare arrangements, scheduling time off work) for meeting service availabilities
- Technology costs for virtual services
- Website accessibility and comprehensiveness
- Time spent on waitlist

Participant Experience

- Feeling valued and heard
- Feeling one was matched w/ the right service
- Feeling secure

Inclusivity

- In light of one's identity and lived experiences
 - Feeling respected and accepted
 - Understandable communication and program materials

Effectiveness

- Coping in emergencies and tough situations
- Connections to best additional supports and resources
- Decreasing risks of problem
- Decreasing severity of problem

Questionnaire Structure

- Short and easy to understand (i.e. Grade 3 reading level)
- Four-point Likert scale
- Opportunities for open-ended comments
 - Explaining ratings
 - Suggestions for improvements
 - Additional comments on one's experience

GOAL

This project sought to help evaluate the Crisis Response Service (CRS) program, which services children and youth experiencing urgent mental health crises placing them and/or others at serious risks of harm. Particularly, this project aimed to determine and implement the most appropriate structure, form, and content of an evaluation tool for the service. This will allow PYS to maintain and enhance the quality of the CRS program to better provide services for children, youth, and their families.



Methods

- Literature Review**
 - Existing PYS tools
 - Evaluation tools used by similar organizations
 - Participant experience surveys from similar organizations
- Semi-Structured Interviews**
 - Conducted with key PYS informants
 - Thematic analysis of responses, in relation to the subsidiary questions
- Draft Of Evaluation Tools**
- Pre-Testing & Revising Tools**



Future Directions

Pretest of questionnaire
 -Assessing the tool's clarity, relevance, comprehensiveness, length; additional comments/suggestions
 -Presented to PYS Youth Advisory Committee



Final revision of questionnaire



Conversion of questionnaire to semi-structured interview format



Implementation of questionnaire by PYS to enhance the CRS program to better support children, youth, and their families

