

# CAREGIVER SUPPORT PROGRAM EVALUATION TOOL

## Designing an Evaluation Framework with Client Perspectives in Mind

### Background

Peterborough Youth Services (PYS) offer a wide range of mental health and youth justice services to youth ages 10-17 and their families, one of which is the Parent and Caregiver Support Service (PCSS). This program is designed to provide support to caregivers in identifying and managing their child or youth's social, emotional, or psychological needs.

PYS programs aim to follow the best standard of practice, and this project supports their goal through the development of a program evaluation tool. The tool is designed to collect feedback from clients who have used the PCSS.

### Research Questions

To develop the evaluation tool, I investigated:

- the most appropriate structure, form, and content of an evaluation tool for the PCSS
- how to measure the effectiveness, inclusivity, and accessibility of a program
- how to consider participant experience in an evaluation tool

### Methods

- Literature review
- Interview with knowledgeable individuals at PYS
- Create the evaluation tool based on interview discussion
- Hold a pre-test to gain clients' perspectives
- Edit evaluation tool based on feedback from pre-test



**PETERBOROUGH**  
*Youth Services*

### Comments/Recommendations

Based on pre-test discussion...

**“How would someone feel** if they got ahold of this paper [survey]?”

**“Stay consistent** [with formatting]; it is easier to follow along.”

**“You used very well-known words** to describe.”

**“The length felt appropriate** for the audience.”

**“I didn't feel like anything** [content] was missing.”

### Results

A participant-experience-based survey was decided as the final tool. Simple and clear language is used in hopes that all willing clients will be able to participate. Questions are rated on a 1-4 scale for easy data collection. Space is given for open-ended feedback so clients can speak more about their experiences.

The optional survey will be given to clients at the end of their program. PYS will use the feedback to evaluate and improve current and future services.

### Future Considerations

When developing an evaluation framework, it is important to consider who it is being designed for. Future tools should ask these questions:

- Length (how much time will it take?)
- Relevance (does this question reflect a client's experience?)
- Expression (am I giving space for clients to share and speak about their experiences?)
- Language (can my question be easily understood?)
- Compassion (how would a client feel if they read this question?)

