

# Peterborough Youth Services (PYS) Directed Counseling



## Background

Peterborough Youth Services (PYS) is a mental health and youth justice organization serving children, youth and families. The Directed Counselling Program is counseling that is requested by case managers so that young persons can fulfill court mandated recommendations. This can include offense-specific counseling and/or mental health counseling. Over the past 3 years, many of the PYS programs, services and processes have undergone comprehensive program reviews.

## Purpose

PYS is now at the point of needing to implement program and outcome evaluation processes to ensure and maintain quality service and desired outcomes. This project looked to create an evaluation tool that PYS could implement to evaluate their Directed Counselling Program.

## Methods

### 1. Literature Review

Secondary data was thoroughly investigated to find what components would be effective for an evaluation tool. The information was synthesized within a literature review.

### 2. Consultation

Semi-structured interviews were conducted with 2 PYS stakeholders to further understand what specifically was meant to be investigated for an effective evaluation tool. Interviews were audio recorded and transcribed.

### 3. Drafting Evaluation Tool

A short survey questionnaire with a few open-ended questions was drafted based on the findings from the consultation. This was sent to the host organization for further review and revised as needed.

### 4. Pre-Test

The finalized version of the evaluation tool was provided to current participants of the PYS Directed Counseling program (anonymous) via the host organization. A pre-test, a short questionnaire, was also administered to revise the evaluation tool.

## Research Question

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

## Preliminary Findings

Currently, minor changes in terms of consistent formatting or wording of questions, are expected based on pre-test results. There has been some initial feedback in terms of positive insight in some sections, and reminders to be aware of the language we use, and to put ourselves in the place of clients.

## Next Steps

This tool is meant to provide ongoing feedback for PYS by their clients, on what their programs are doing well or what needs to be further considered in terms of accessibility, inclusivity, participant experience, and effectiveness. PYS now has access to an evaluation tool tailored to their Directed Counseling program to which they can administer to their clients whenever they need.



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