

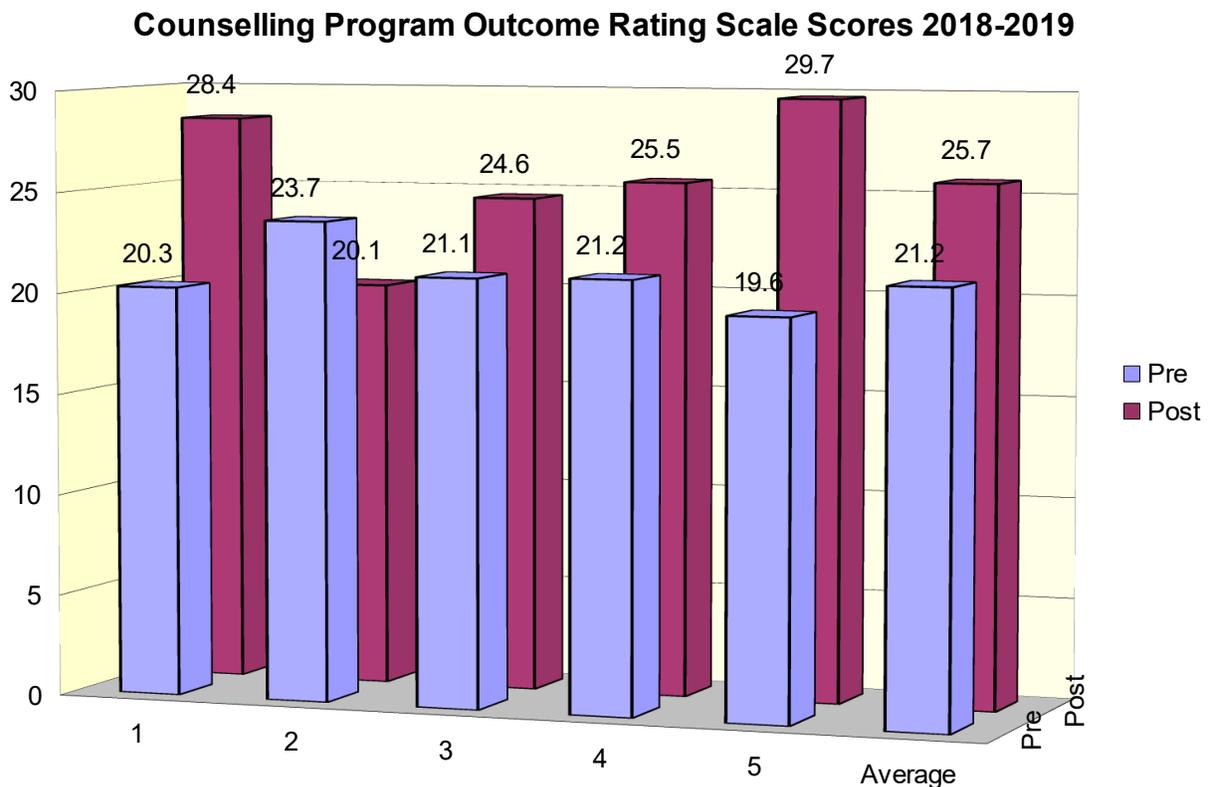
Service Participant Outcome Measures Report

2018-2019

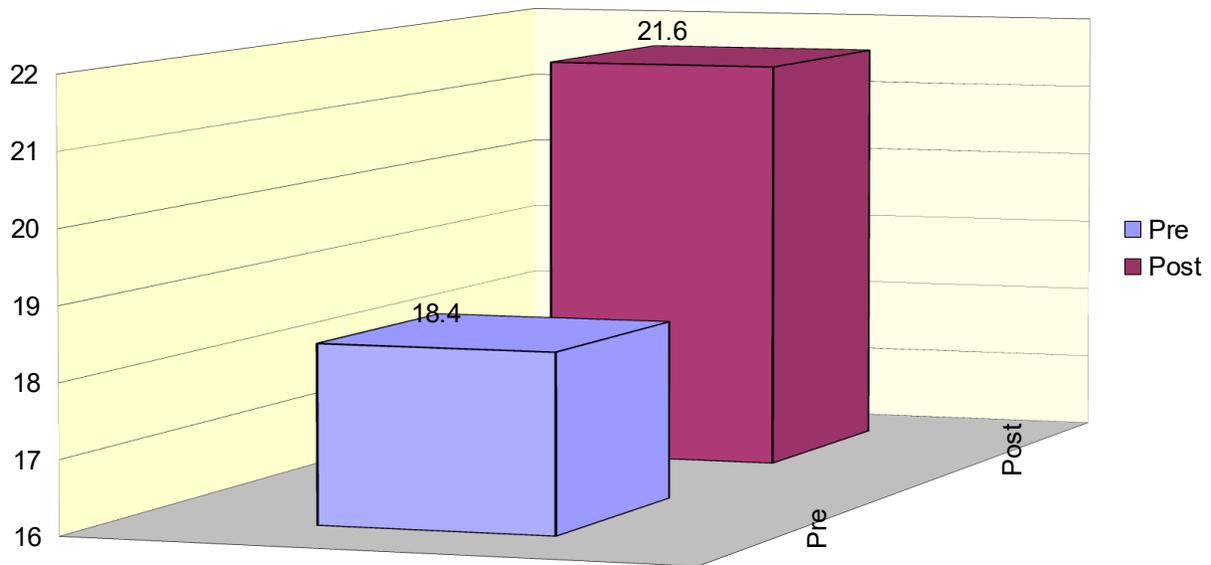
Counselling and Walk-In Program

The BCFPI is standardized, psychometrically valid measure that was used as both a screening tool and a pre-post measure over the past number of years. It had been mandated by MCYS as a screening and assessment tool for the past 10 years. Over this past fiscal year we moved away from the BCFPI and are now focusing our outcome measure efforts in the Counselling and Walk-In programs on the Outcome Rating Scale (ORS), Session Rating Scale (SRS) and the Behavioural and Emotional Rating Scale (BERS-2). The ORS and SRS were developed to track client progress and perception of the therapeutic alliance over the course of treatment. Both are self-report tools, as is the BERS, and are used in both the Walk-In and Counselling. The BERS-2 is used only in the Counselling program. As the BERS-2 has only been in use for a few months, pre-post data will not be available until near the end of 2019.

Pre-test means for clinical samples are usually scored in the area of 20.0 (+/- 8.5) compared with a non-clinical pre-test mean of 28.0 (+/-6.8). As can be seen in the chart below, pre-scores for the ORS in our Counselling Program averaged 21.2, indicating the clinical nature and complex needs of our clients. At closure, the clients felt they had improved, on average, by 21%, a significant gain.



Walk-In Program Outcome Rating Scale Scores 2018-2019



It can be seen in the above chart that ORS scores on Walk-In clients who came to the Walk-In two or more times increased 17.4% - also a significant gain.

SRS scores for Counselling clients were, in the vast majority of cases, well above the expected standard score of 35. As the maximum score for the SRS is 40, clients are clearly happy with their relationship with their counsellors, with the goals and topics discussed, with the counsellors' approach and were satisfied overall with their sessions.

Triple P Parenting Groups

Parents attending the Triple P Parenting Groups, one of YouthLink's Evidence Informed Practices, complete a range of questionnaires at the first group session and again at the end of the last session.

Results this year again demonstrated significant positive effects on a variety of factors.

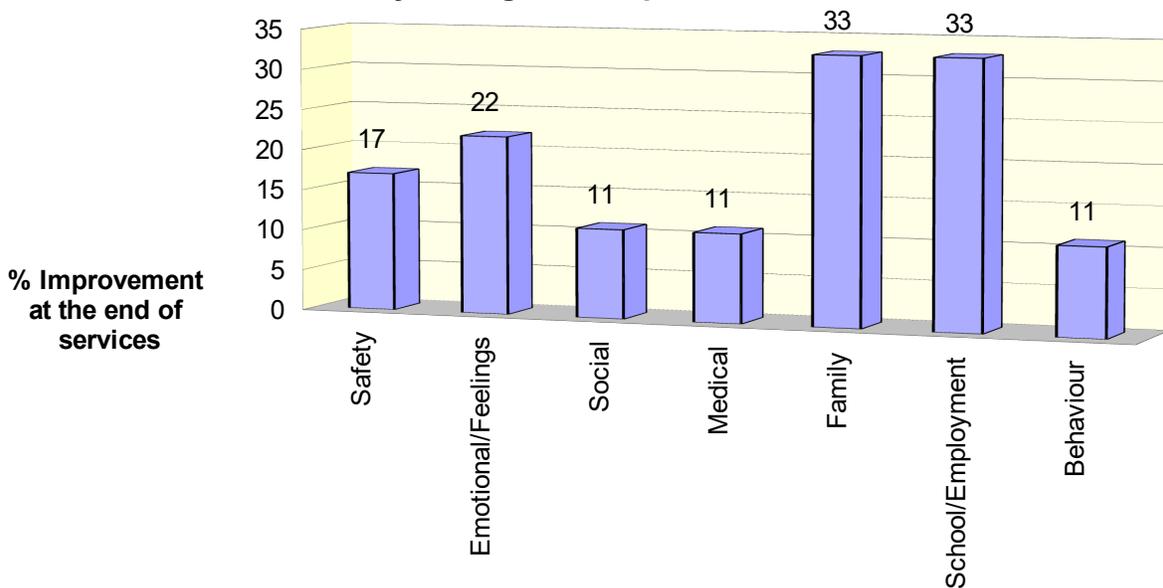
- 1) Parental anxiety, which can be a debilitating side-effect of parent-child conflict decreased and the most severely anxious parents at the beginning of the group sessions were in the low moderate range for anxiety at closure.

- 2) Parental stress has a negative effect on parental resilience and ability to cope with day to day parenting issues and stress levels of parents in the groups decreased by the last session.
- 3) Severe inter-parental conflict was identified as a significant issue by most group participants and the intensity of this conflict decreased over the course of the groups. Parental ability to cooperate and work together also improved by the last session.
- 4) The quality of the relationships between parents improved.

Wraparound – Keeping Families Together

The Keeping Families Together Program is designed to target youth, 12 to 16 years of age, who are either at imminent risk of placement through a Child Welfare agency or who have already been placed and will be able to return to their caregivers earlier with intervention. It is designed to offer these adolescents, and their families, home and community based child and youth mental health services and connection to other relevant community services in a timely and effective manner. Adolescents represent a significant proportion of admissions into care, and these youth often struggle with mental health issues, are acting out at home or in the community, and are involved in a great deal of family conflict. The overall outcomes of the many youth taken into care are known to be poor and therefore of serious concern. The Evidence Informed Practice, Wraparound, is used as the model of service with these youth and families. Wraparound efficacy is tracked through the use of a questionnaire that asks youth and their families to rate their well-being on 12 life domain areas in which they might need assistance. Domain areas causing the greatest stress in the lives of the youth and families as measured through the youth’s responses on the questionnaire, included school issues, behavioural issues, difficulties with emotions and feelings, family issues and safety issues. As was the case last year, significant improvement was seen in the families’ feelings about their wellbeing in some areas.

**Wraparound - Keeping Families Together Program: 2018-2019
Family Ratings of Wraparound Effect**



Art Therapy Group

The Counselling Program has been offering art therapy groups to youth occasionally over the past few years and our art therapist was able to facilitate one in 2018. As part of the group process, clients were asked to complete a questionnaire at the end of the group asking for their ratings on a 5 point Likert scale regarding their experiences in the group. A maximum score was 280, which would indicate very strong agreement that all facets of the group were satisfactory. The final group score was 265, or a 95% approval rating. In their written comments, the youth said they particularly like the activities and the facilitator. The program is considering implementing a pre-post tool in future groups and is assessing suitable candidate instruments.

Pathways to Education

Youth in the Pathways Program were surveyed in 2018-2019 on the degree to which the program had helped them with their educational goals. The following results were reported:

- 86% said Pathways had helped them try things they hadn't done before
- 85% felt the program had helped them to stay in school
- 92% said Pathways had helped them decide what to do after high school
- 100% said Pathways had helped them do better in school overall
- 84% felt the program had helped them get more involved in their community
- 96% of youth felt that Pathways had helped them to do better in the courses in which they had the most difficulty
- 94% said the program had helped them learn how to ask for help when they needed it
- 93% said they were very likely to recommend Pathways to a friend.

Comments from the clients were very positive, with most saying they could think of nothing that needed to improve in the program. Some specific comments:

- the tutoring program could be quieter and there should be more tutors
- It was an amazing four years in the program
- I would have been stranded on an island if it weren't for pathways
- I love the program, great community
- I really loved it. It was super supportive
- Amazing program. Forever grateful for it
- It was a lovely experience with lovely people. I will miss them

96% of the students went on to college or university.

Client Outcome Measure Report Action Items

All programs ensure that they look at new ways to measure client outcome and assess the effectiveness of ones they are currently using.

Target Date	To be actioned by	Time Required	Resources Required
June 30	Managers	TBD	NA