



youturn

Youth Support | Services d'appui
Services | à la jeunesse

www.youturn.ca



Youth Support
Services

Services d'appui
à la jeunesse

- ▶ Agency – youth justice focused programming
- ▶ Clinical approach to working with families with gang-affiliation
 - Collaborative Problem Solving (CPS)
 - Feedback Informed Treatment (FIT)
 - Socio-ecological model (SEM)

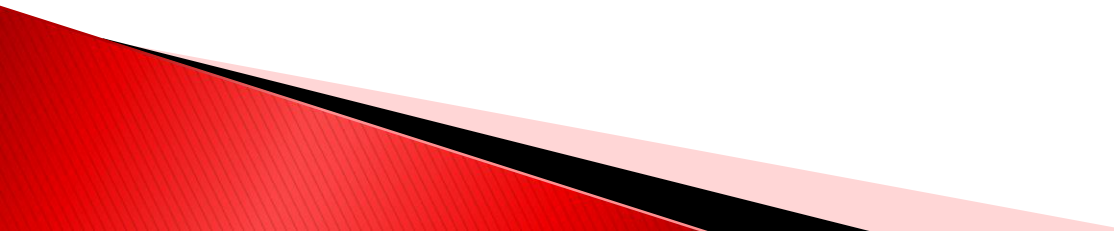


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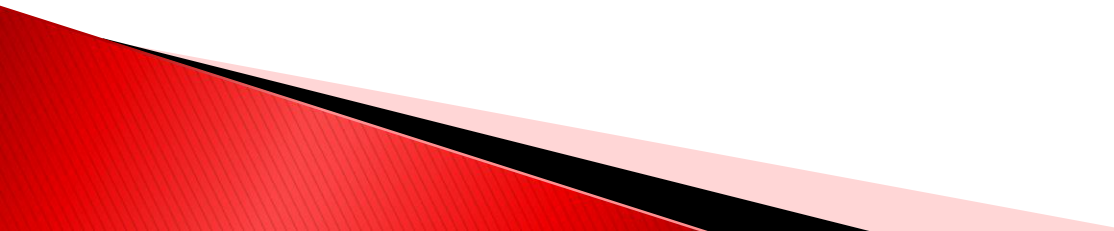
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The youturn difference

- ▶ Client Centered & Individualized Service Delivery
 - ▶ Small Case Loads
 - ▶ Community Based & Flexible
 - ▶ Engaged youth and families
 - ▶ Highly Dedicated Staff:
 - 24hr support/on call
 - ▶ Youth-friendly communication & technology
- 

Our Client Profile

- ▶ Multiple charges
 - ▶ Probation orders (often multiple)
 - ▶ Previous lack of success in other programs (justice/mental health)
 - ▶ Often labeled as 'unmotivated' or 'unengageable'
 - ▶ Over 85% present with at least one diagnosis or presenting issue
- 

Clinical Framework

- ▶ Clinical approach to working with families with gang-affiliation
 - Collaborative Problem Solving
 - Feedback Informed Treatment
 - Socio-ecological model

Clinical Work

Socio-Ecological Model (SEM)



Source: Dahlgren and Whitehead, 1991

Clinical Work

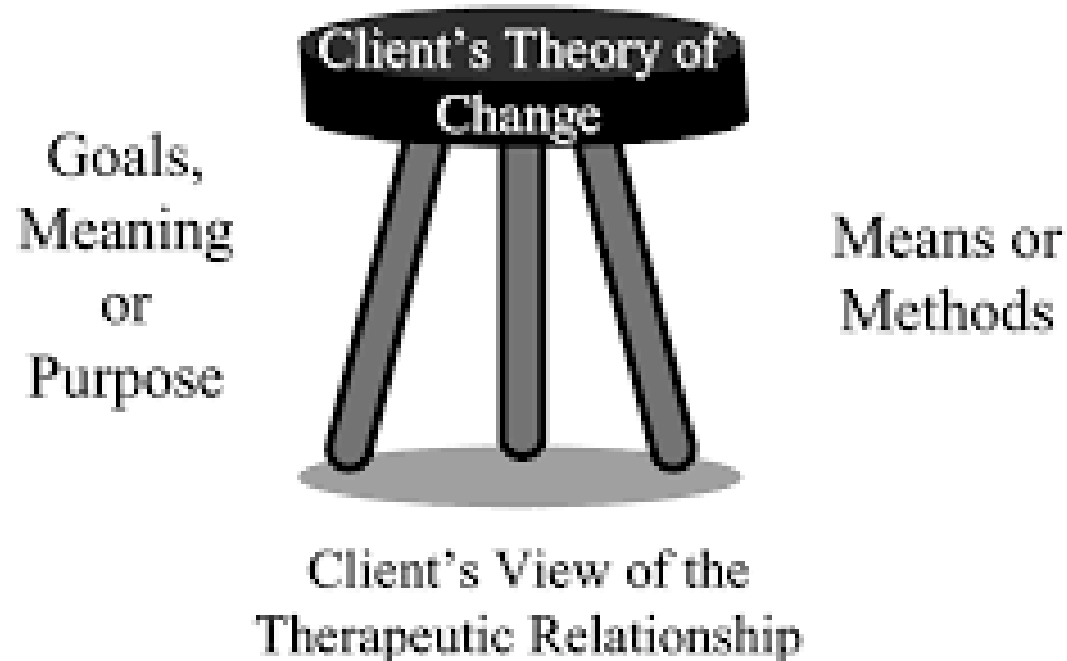
- ▶ Collaborative Problem Solving
 - “Kids do well if they can”
 - Remembering that parents do well “if they can”

Think:Kids
RETHINKING CHALLENGING KIDS

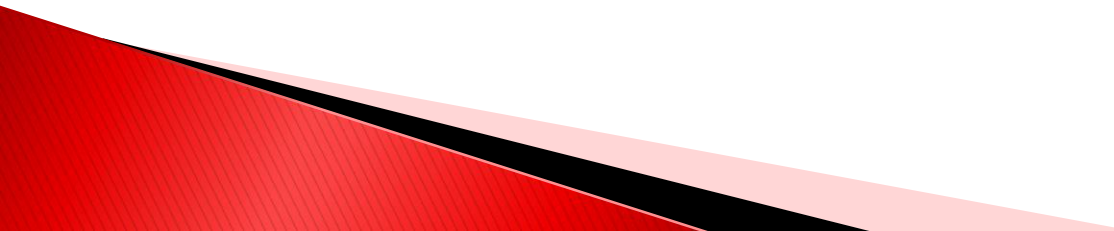


Clinical Work

► Feedback Informed Treatment



Why FIT?

- ▶ Client's opinion a better predictor of future results
 - ▶ Therapeutic Alliance & Accountability
 - ▶ Guides interventions during session by drawing a quick portrait of situation
 - ▶ Increases collaboration & engagement!
- 

Outcome Rating Scale (ORS)

Name _____ Age (Yrs): _____ Gender _____
Session # _____ Date: _____
Who is filling out this form? Please check one: Self _____ Other _____
If other, what is your relationship to this person? _____

Looking back over the last week, including today, help us understand how you have been feeling by rating how well you have been doing in the following areas of your life, where marks to the left represent low levels and marks to the right indicate high levels. *If you are filling out this form for another person, please fill out according to how you think he or she is doing.*

Individually (Personal well-being)

I-----I

Interpersonally (Family, close relationships)

I-----I

Socially (Work, school, friendships)

I-----I

Overall (General sense of well-being)

I-----I

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Session Rating Scale (SRS V.3.0)

Name _____ Age (Yrs): _____
ID# _____ Gender: _____
Session # _____ Date: _____

Please rate today's session by placing a mark on the line nearest to the description that best fits your experience.

Relationship

I did not feel heard,
understood, and
respected.

I-----I

I felt heard,
understood, and
respected.

Goals and Topics

We did *not* work on or
talk about what I
wanted to work on and
talk about.

I-----I

We worked on and
talked about what I
wanted to work on and
talk about.

Approach or Method

Michelle's approach is
not a good fit for me.

I-----I

Michelle's approach is
a good fit for me.

Overall

There was something
missing in the session
today.

I-----I

Overall, today's
session was right for
me.

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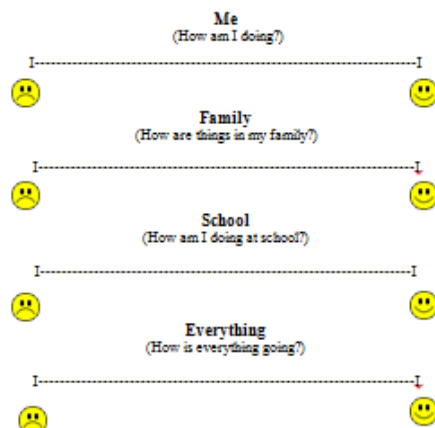
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Alternative measures available

Child Outcome Rating Scale (CORS)

Name _____ Age (Yrs): _____
 Gender: _____
 Session # _____ Date: _____
 Who is filling out this form? Please check one: Child _____ Caretaker _____
 If caretaker, what is your relationship to this child? _____

How are you doing? How are things going in your life? Please make a mark on the scale to let us know. The closer to the smiley face, the better things are. The closer to the frowny face, things are not so good. If you are a caretaker filling out this form, please fill out according to how you think the child is doing.



www.scondmiller.com

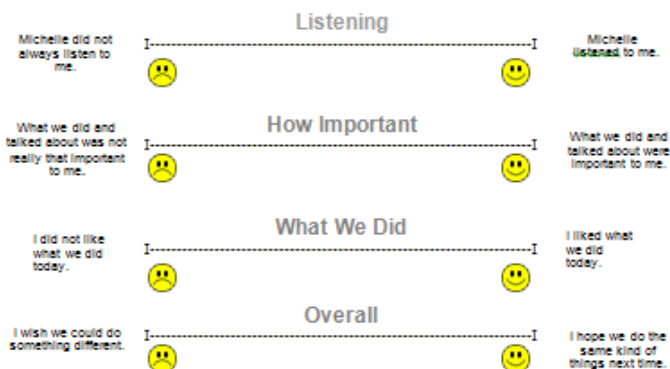
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Child Session Rating Scale (CSRS)

Name _____ Age (Yrs): _____
 Gender: _____
 Session # _____ Date: _____

How was our time together today? Please put a mark on the lines below to let us know how you feel.



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FIT in Practice – ORS & SRS

- ▶ Outcome Rating Scale (ORS):
- ▶ Starting point at beginning of intervention
- ▶ Point of reference to compare progress from session to session

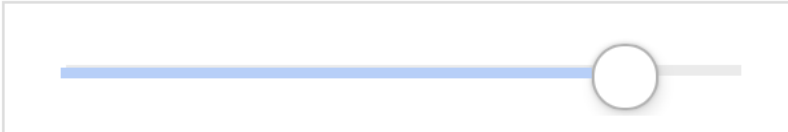
•••• TELUS 11:44 AM 85%
< Back Review ORS Submit >

Individually: (Personal well-being)



A horizontal slider bar with a blue segment on the left and a white segment on the right. A white circular knob is positioned at approximately 85% of the bar.

Interpersonally: (Family, close relationships)



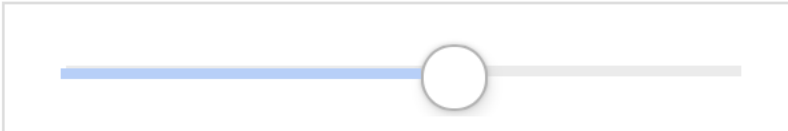
A horizontal slider bar with a blue segment on the left and a white segment on the right. A white circular knob is positioned at approximately 85% of the bar.

Socially: (Work, school, friendships)



A horizontal slider bar with a blue segment on the left and a white segment on the right. A white circular knob is positioned at approximately 25% of the bar.

Overall: (General sense of well-being)



A horizontal slider bar with a blue segment on the left and a white segment on the right. A white circular knob is positioned at approximately 75% of the bar.



FIT in Practice – ORS & SRS

- ▶ **Session Rating Scale (SRS):**
- ▶ **Presented at the end of every session**
- ▶ **Allows us to see how the session went**

The screenshot shows the Session Rating Scale (SRS) app interface on a mobile device. At the top, the status bar displays 'TELUS', signal strength, Wi-Fi, time '11:53 AM', and battery '82%'. Below the status bar is a navigation bar with three buttons: 'Back' (left arrow), 'Review SRS' (center), and 'Submit' (right arrow). The main content area contains four rating scales, each with a label and a horizontal slider with a circular knob. The scales are: 'Relationship:' (knob at approximately 20%), 'Goals and Topics:' (knob at approximately 10%), 'Approach or Method:' (knob at approximately 70%), and 'Overall:' (knob at approximately 70%). At the bottom is a footer bar with two buttons: 'Home' (house icon) and 'Sign-Out' (exit icon).

Relationship:

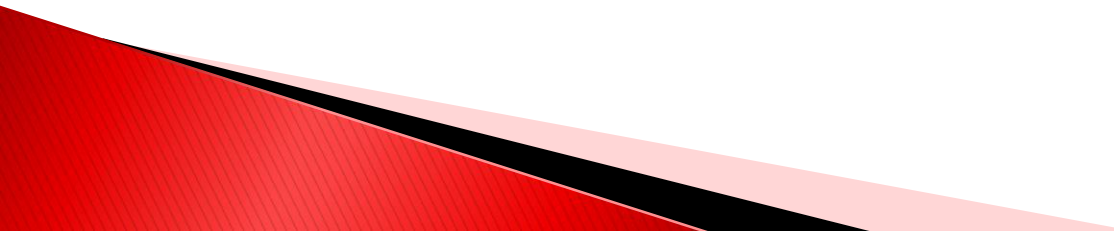
Goals and Topics:

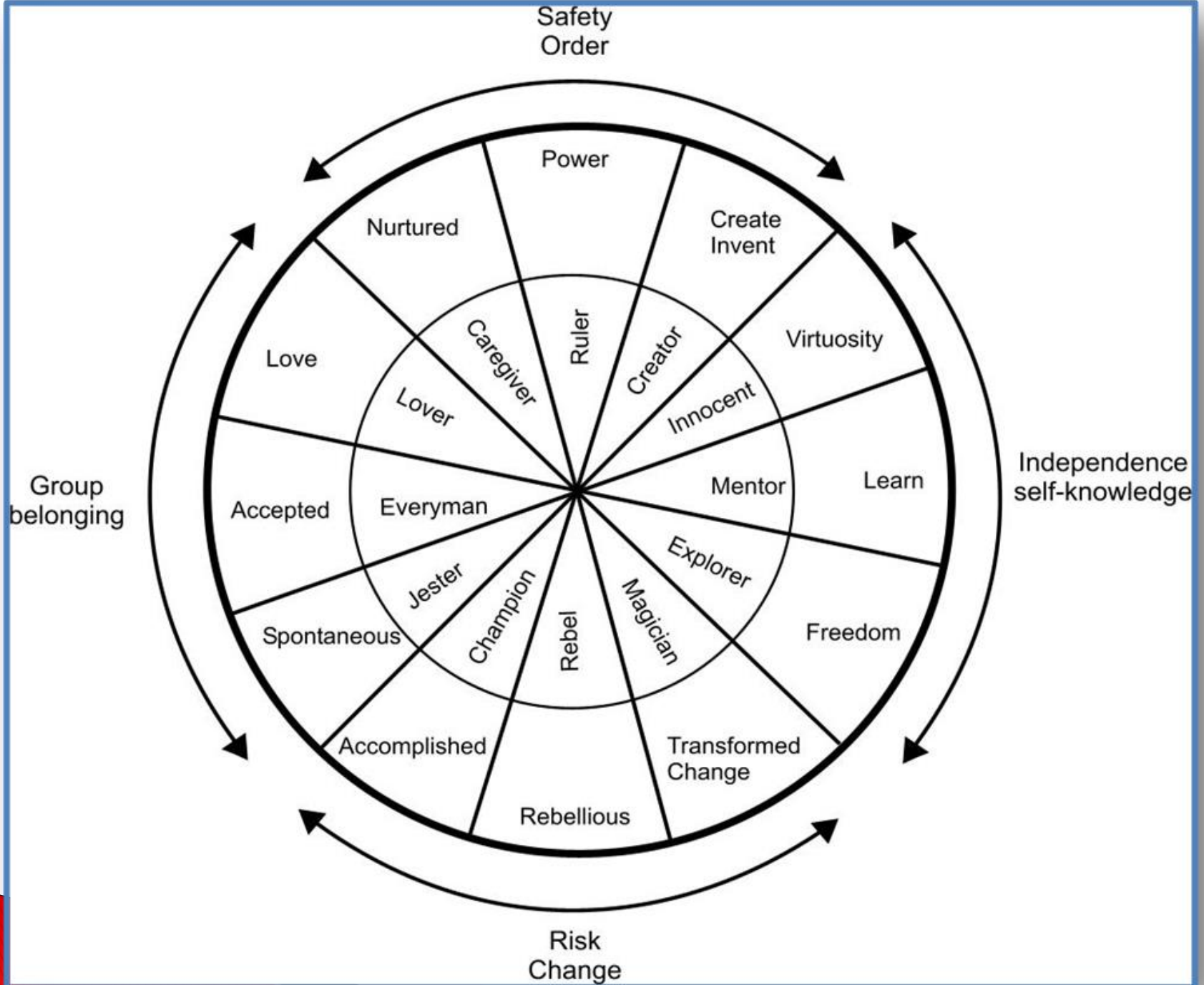
Approach or Method:

Overall:

Home Sign-Out

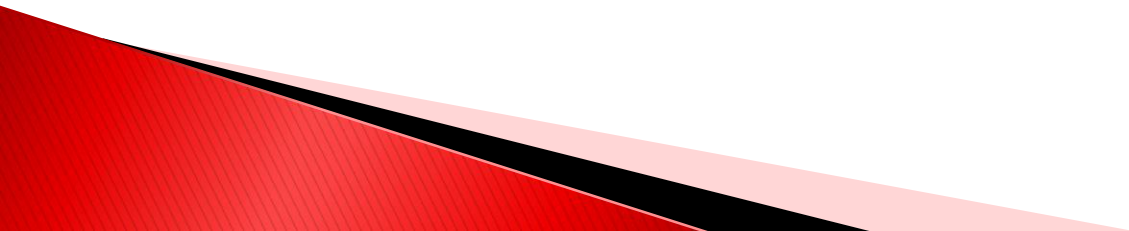
How are you perceived?

- ▶ Take a minute and think about how you aim to be perceived by others – how to come across to your clients.
 - ▶ How do you know how *they* see you?
 - ▶ Have you ever recorded a session and listened back?
 - ▶ Did everything sound the way you thought you had delivered it?
 - ▶ Let's try something...
- 



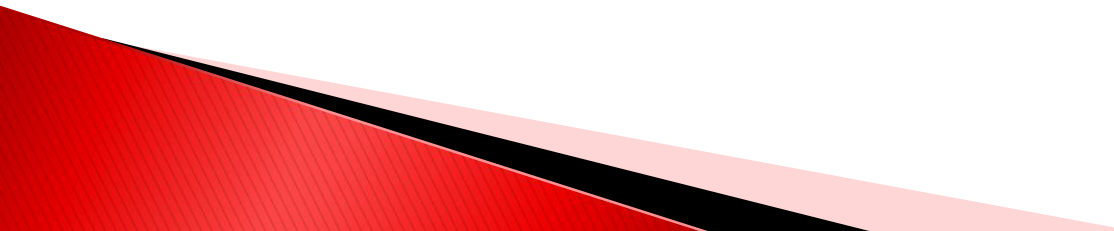
Getting feedback is hard.

Giving feedback is harder.



Asking for Feedback

“The best questions are:

- ▶ *Specific* rather than *general*;
 - ▶ *Descriptive* rather than *evaluative*;
 - ▶ Concerned with *quantities* rather than *qualities*; and are
 - ▶ *Task* rather than *person-oriented*.”
- 

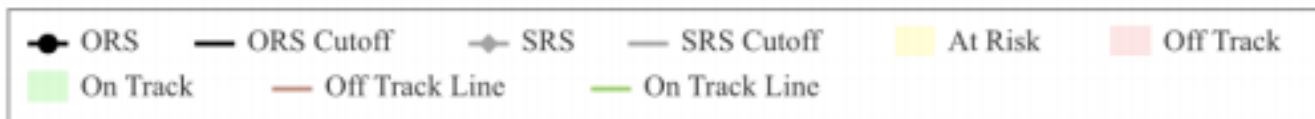
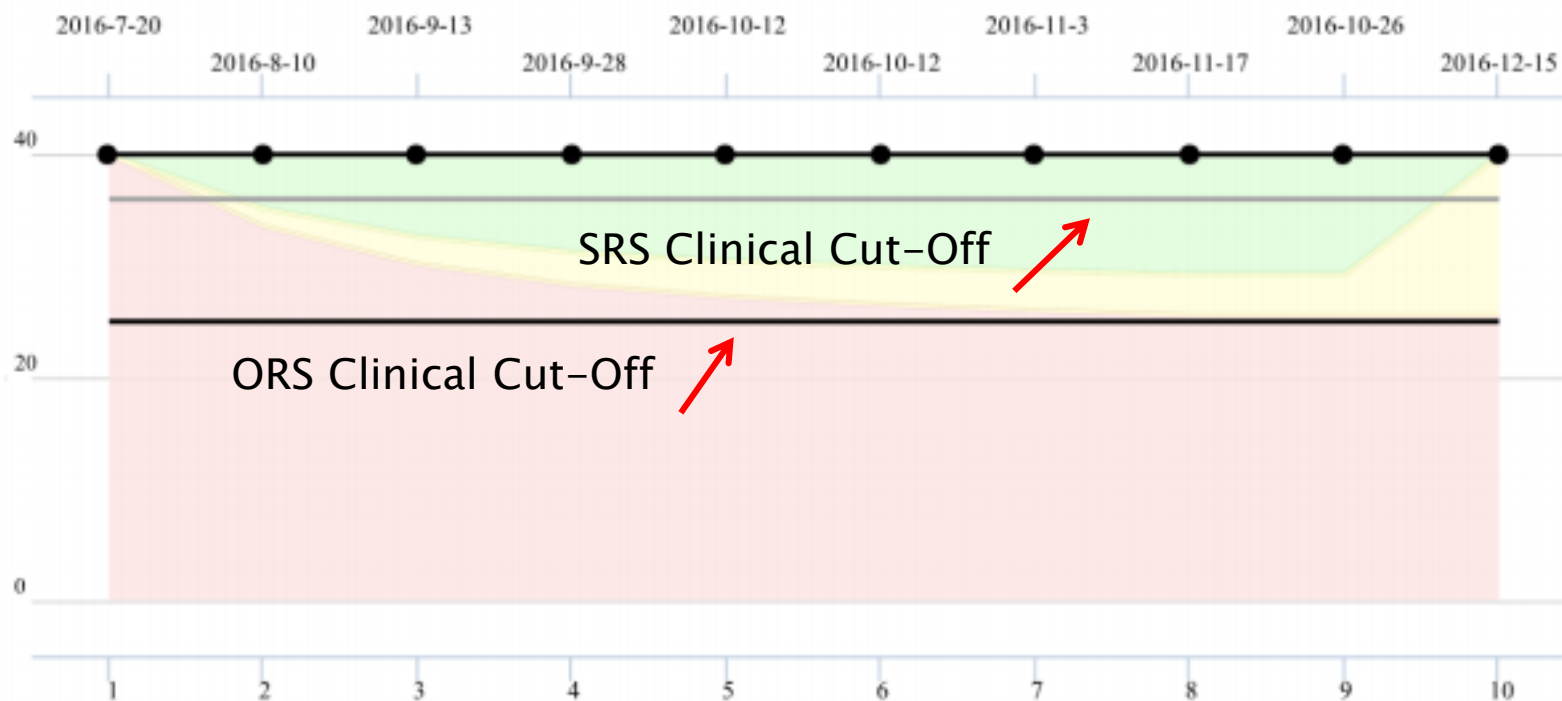
Client Progress Report

Current Date: 2/14/2017

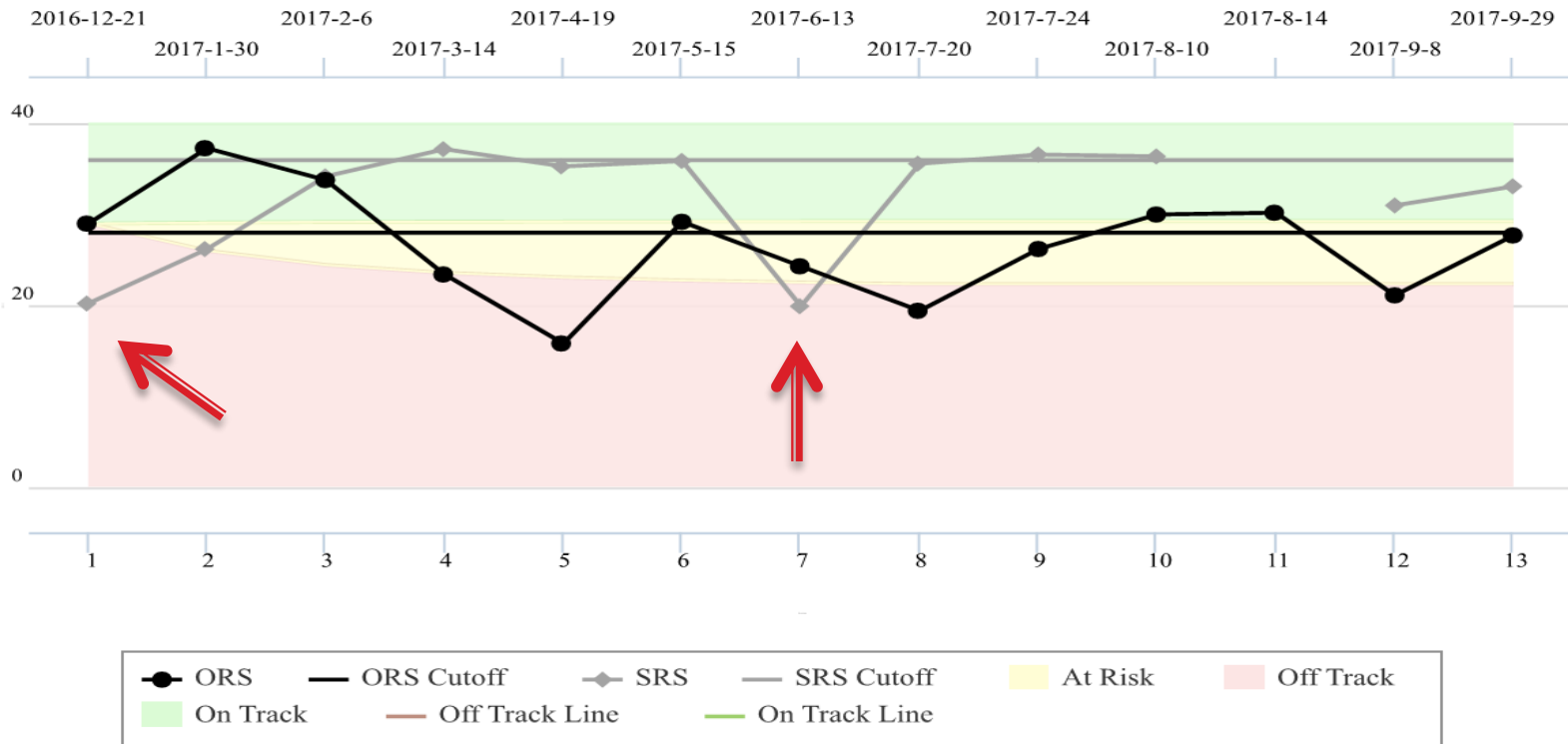
Episode: 1

Last Session #: 10

Client Status Report (CSR)



Client Status Report (CSR)



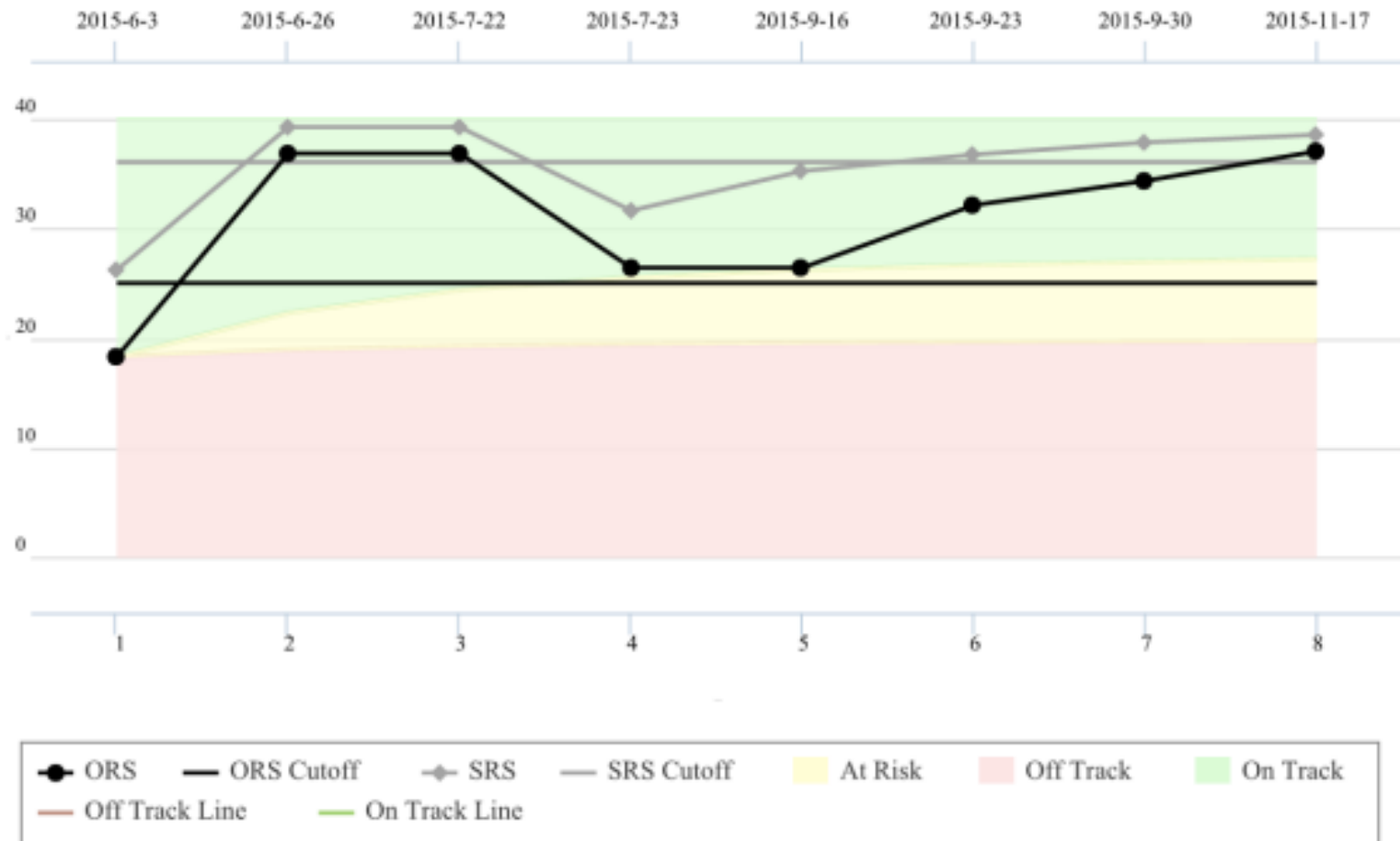
Client Progress Report

Current Date: 3/18/2016

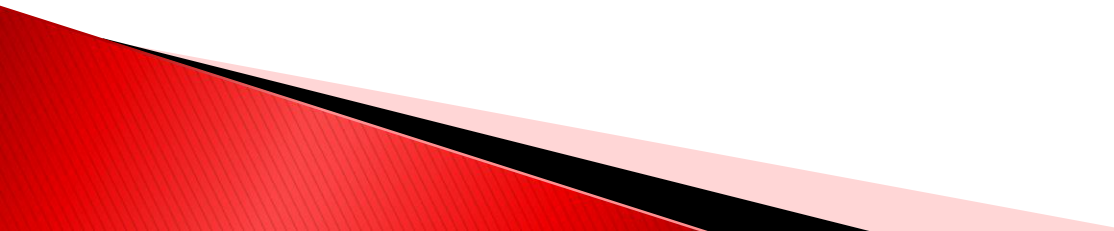
Episode: 1

Last Session #: 8

Client Status Report (CSR)



Why FIT?

- ▶ We love feedback – necessary to engage meaningfully & collaborate with our clients
 - ▶ It's quick!
 - ▶ Track & demonstrate our clients' engagement
 - ▶ Remain accountable to our clients' and referral sources
 - ▶ Continue to grow as helping professionals through direct feedback
 - ▶ Decrease drop-out rates & wait times
 - ▶ Supported through user-friendly tech
- 

Thank you

- ▶ Michelle Prud'Homme, RSW
 - Clinical Supervisor
 - mprudhomme@youturn.ca