

CENTRE FOR RESEARCH

ON COMMUNITY SERVICES

CRCS NEWSLETTER – winter/spring 2004

Centre for Research on Community Services
University of Ottawa
34 Stewart Street, Ottawa, ON K1N 6N5 crsc@uottawa.ca (613) 746 7558

This Edition's Contents	1
CRCS NEWS	2
STUDIES and PRESENTATIONS	3
Presentations to the Canadian Evaluation Society	3
Children in Care, Education and Protective Factors	3
Communities That Care: Preventing Adolescent Problems and Promoting Positive Youth Development	5
Helping Homeless People with Mental Illness.....	7
EVENTS.....	8
CRCS PEOPLE.....	9

This Edition's Contents

In this edition, we feature some short news items, entitled CRCS News. We have short articles on some current studies being conducted from the Centre for Research on Community Services. Bob Flynn writes about the Communities that Care project that is aimed at preventing serious adolescent problem behaviours and promoting positive youth development. Heather Smith Fowler summarizes the work of part of the Community Mental Health Evaluation Initiative in Helping Homeless People with Mental Illness.

We list some upcoming events including our own Noon Hour Colloquium series with Alex Munter, Gilles Seguin and Dianne Urquhart. Our events section also features information about the International Looking After Children conference which is being sponsored by the Child Welfare League of Canada, partnering with other organizations including the Centre for Research on Community Services at the University of Ottawa.

Our final piece in this newsletter includes information on the people that work at the Centre for Research on Community Services and this edition includes a short introduction to one of the hardworking, experienced and knowledgeable researchers at the Centre for Research on Community Services, Heather Smith Fowler.

We hope that you find our newsletter of interest and we encourage you to browse the publications that are available on our website.

<http://www.socialsciences.uottawa.ca/crcs/eng/>
<http://www.socialsciences.uottawa.ca/crcs/fra/index.asp>

CRCS NEWS

Learn more about us from the French and English home pages of the CRCS Website.

<http://www.socialsciences.uottawa.ca/crcs/eng/about.asp> and

<http://www.socialsciences.uottawa.ca/crcs/fra/sujet.asp> These pages feature a link to a PowerPoint Presentation which outlines the mission, organizational components and research and evaluation activities of the Centre for Research on Community Services at the University of Ottawa. Descriptions of current research activities, services offered, the teaching and training of students and community members, and publications inventories are outlined. The future of the Centre in the context of the University of Ottawa and the community of Ottawa is also presented.

Upcoming Book Launch

Tim Aubry and Rosanne Emard will be launching their book « Le suivi communautaire en santé mentale – Une invitation à bâtir sa vie. » On Tuesday, March 23, 2004 from 4:30 to 6 :30pm in the Lamoureux Building Room 477. Please indicate your attendance to Ginette Peterson at 562-5800 ext 5908 or ginettep@uottawa.ca.

New faculty members at the University of Ottawa are being encouraged to participate in applied social research that is complementary to their departmental activities. The Centre for Research on Community Services recently invited new faculty to check out the Centre and see how the Centre is working through research and evaluation activities to make a difference with vulnerable populations.

New Member of CRCS, Dr. Manal Guirguis-Younger, the principal investigator of the “A Study of the Deaths of Persons who are Homeless in Ottawa – A Social and Health Investigation.” is an Academic Affiliate Member of the Centre for Research on Community Services from Saint Paul University. Dr. Guirguis-Younger who directs the Pastoral Counselling Program at Saint Paul University has worked on a number of community-based studies including the Panel Study on homelessness, and a Program Evaluation of a Community Centre. As part of a New Emerging Team on integrated care models for dying seniors her work is focussed on the volunteer component, palliative care needs for rural seniors and the role of rural volunteers, and the spiritual needs of older adults in a palliative care context.

Student employee at the CRCS wins an important scholarship Marie-Elaine Bélanger, a student administrative assistant working with the Centre for Research on Community Services University of Ottawa and a psychology student since September 2003, has recently been awarded the Virginie Scholarship offered by the *Société Radio-Canada, Aetios Productions, Milk Producers of Canada, the Banque Nationale, the Journal de Montréal and the Journal de Québec*. This scholarship, worth \$20000, is awarded to Marie-Elaine and 29 other students from all over Canada during the academic year 2003-2004 so they can pursue their scholarly dreams. Congratulations, Marie-Elaine!

**August 16-19, 2004, University of Ottawa, Ottawa,
Canada - International Looking After Children Initiative**



STUDIES and PRESENTATIONS

Presentations to the Canadian Evaluation Society

National Capital Chapter 16th Annual Conference November 2003

Bob Flynn and Tim Aubry contributed to the conference which focussed this year on people and practices that have made a difference in the National Capital region's evaluation community. The session provided two case studies of outcome monitoring projects in the community/social service sector, framing them in the larger context of the current status and challenges related to performance measurement in this sector. One project, "Looking After Children," presented by Bob Flynn, is ongoing and monitoring developmental outcomes of children in care in the child welfare systems of seven provinces and three territories. The other case study presented by Tim Aubry, monitored the housing outcomes of health and social services delivered by community agencies as part of the City of Ottawa's homelessness initiative for persons who were homeless or at risk of homelessness.

PowerPoint presentations are located at the National Capital Chapter of the Canadian Evaluation Society website: http://ncc.evaluationcanada.ca/e/building_16conference.cfm

Outcome Monitoring in the Community Sector: How and Why. (Looking After Children)

Robert Flynn, Ph.D., C. Psychology, University of Ottawa.

Outcome Monitoring in the Community Sector: How and Why. (City of Ottawa Homelessness Initiative) Tim Aubry, Ph.D., C. Psychology, University of Ottawa.

Children in Care, Education and Protective Factors

Poster abstract

Louise Legault, Child Welfare League, Robert Flynn, Hayat Ghazal and Myriam Lebel

The following is the abstract of a poster presented at the Canadian Psychological Association in June 2003. Results are based on data from the first wave of the Assessment and Action Records of the Looking After Children approach.

Children who experience early academic success are more likely to pursue their education and lead rewarding adult lives (Doherty, 1997). The early school performance of children in foster care is especially important. Although many foster children experience difficulties in school, some do experience early success, despite the severe adversity they have usually faced. These latter children may be defined as educationally resilient. The goal of the present study was to explore the relative importance of protective and risk factors identified in the resilience and educational literature as predictive of educational resilience. Data were collected by means of the Assessment and Action Records (AARs) originating from the British Looking after Children program. Flynn, Ghazal and Legault (2002) have recently revised and "Canadianized" the AARs by incorporating many standardized, population-based items and scales from the National Longitudinal Survey of Children and Youth (NLSCY; Statistics Canada & HRDC, 1995). A series of multiple regressions were done to establish the relative importance of proximal child factors, foster family proximal factors and child/foster family distal factors associated with better academic performance. Results of analyses

indicated that better academic performance was associated with: (a) children showing lower levels of hyperactivity and better thinking skills; (b) foster parents holding higher expectations of good academic performance and providing greater encouragement of literacy; (c) children experiencing greater placement stability. Limits and implications of findings for the promotion of positive school experiences and performance are discussed.

Legault, L., Flynn, R., Artz, S., Balla, S., Cole, S., Ghazal, H., (et al.) (in press). Looking After Children: Implementation and outcomes in Canada. *Journal of Child and Youth in Care Work. Special journal edition of the Proceedings of Promise into practice: International Child and Youth Care Conference, 18.*

For more information, please contact Louise Legault. louisel@uottawa.ca 562 5800 ext 2736.



Communities That Care: Preventing Adolescent Problems
and Promoting Positive Youth Development

Bob Flynn

Since 2001, CRCS has been engaged in an ambitious pilot project, known as Communities That Care (CTC), in three Ontario communities: the francophone community in Hawkesbury, the urban Aboriginal community in Sudbury, and the multicultural community in the Bayshore area of Ottawa. CTC is aimed at preventing serious adolescent problem behaviours and promoting positive youth development. Although adopted in more than 500 communities in the United States and in 23 communities in the United Kingdom, CTC is virtually unknown in Canada. Our project has been generously supported by research grants from the Trillium Foundation of Ontario, the National Crime Prevention Centre, and the Ottawa ACADRE Centre, an organization that promotes Aboriginal health research.

The Communities That Care Approach

CTC is based on the well supported assumption that exposure to certain risk factors (e.g., a lack of discipline in the family; academic under-achievement in primary school; lack of neighbourhood attachment; or friends involved in problem behaviours) increases the likelihood that a child will develop into a young person or adult with one or more of the problem behaviours that CTC is designed to prevent, namely, substance abuse, delinquency, violence, school dropout, and teenage pregnancy. Moreover, these risk factors are interrelated and exist on four levels: the individual child and his or her peers, the family, the school or other community organizations, and the community as a whole. Prevention is likely to be more successful if it targets a range of risk factors at these different levels rather than a single risk factor. CTC also assumes that exposure to certain protective factors (e.g., bonding; opportunities for pro-social involvement; recognition for positive behaviour; and pro-social norms) will increase a child's chances of developing in a positive direction during adolescence and adulthood. Young people will benefit from clear standards about acceptable behaviour, strong social bonds with adults who communicate such standards, and regular opportunities for valued involvement in their families, schools and communities.

Implementation of the CTC approach takes place in three phases. During phase 1, *community mobilization*, the CTC approach is introduced to the community and two key groups are established. A Key Leaders' Group, consisting of senior representatives from key organizations such as the Mayor's Office, the Parks and Recreation Department, the School Board, etc., is convened and trained to provide support and resources for the CTC project. Then, a Community Prevention Board (which we call a Citizens' Committee), is recruited, composed of community representatives, including ordinary citizens, local professionals, and youth representatives. During phase 2, *risk and resource assessment*, the Citizens' Committee produces a risk-assessment report, based on evidence gathered from local, provincial, or national archival data sources and from local school surveys, in which it analyzes the risk factors and recommends which ones to target in the local community. Similarly, in a resource-assessment report, the Citizens' Committee identifies existing community resources that are likely to have an impact on the priority risks. During phase 3, *planning and implementing promising approaches*, the Citizens' Committee draws up and implements an action plan containing recommendations about service gaps and needed service improvements.

Outcomes to Date in our Ontario Communities That Care Project

In *Hawkesbury*, a city of 10,000 people, 82% of whom have French as their mother tongue, the lead agency has been Services for Children and Adults of Prescott-Russell. In late 2001, during the community-mobilization phase, a Citizens' Committee was established, composed of parents, a physiotherapist, public health and social services staff, a city councillor, a high school principal, a police officer, etc. In phase 2, the Citizens' Committee collected data on community risk and protective factors and decided to focus its efforts on improving out-of-school-time activities and on persuading city council to invest in city parks and activities over the next five years. CTC project staff also completed a baseline school survey of student problem behaviours and positive development.

In *Sudbury*, a city with an urban Aboriginal population of 7,000 people, we began work on the project in 2002. The lead agency, the Children's Aid Society of the Districts of Sudbury and Manitoulin, established a close working relationship with the N'Swakamok Native Friendship Centre. During the community mobilization phase, the project coordinator, of Aboriginal heritage, recruited a CTC Citizens' Committee, 80% of whose members are Aboriginal. A member of the N'Swakamok Native Friendship Centre board chairs the Citizens' Committee. The Sudbury project has created a broad consensus about the major risk and protective factors affecting Aboriginal youths and about the need for a comprehensive approach such as CTC. During phase 2, the Citizens' Committee is now creating an inventory of available and needed resources for Aboriginal youths and their families, and local agencies are identifying gaps in their services. In early 2004, a school survey, similar to the one conducted in Hawkesbury, will be carried out.

In *Ottawa Bayshore*, a community of 8,000, over half of whose members are of multicultural heritage, we began the community-mobilization phase in early 2003. A diverse CTC Citizens' Committee was formed. To date, it has identified key community leaders and organized several well attended community events. The Committee has now begun phase 2, collecting data on risks and protective factors from the census, police department, etc. A school survey, using the same instrument as in Hawkesbury, will be conducted in early 2004.

Conclusion

Overall, the results of the CTC approach to date have been very promising. We are now seeking funding for a further five-year period, to test the overall validity and cross-community generalizability of the approach. Phase 1 (community mobilization) has already been largely completed in all three communities. During the project extension for which we are now seeking funding, we will complete phase 2 (conducting risk and resource assessments) and phase 3 (completing and implementing community-tailored intervention plans) and then go on to evaluate whether expected decreases in risk factors and problem behaviours and anticipated increases in protective factors and positive-development indicators actually occur. Ultimately, we hope that the CTC approach proves sufficiently effective to warrant permanent adoption in the three Ontario communities and implementation in many other Canadian communities.

More Information or for access to project reports, presentations and other relevant material produced by CRCS please refer to:

<http://www.socialsciences.uottawa.ca/crcs/fra/index.asp> (French)

<http://www.socialsciences.uottawa.ca/crcs/eng/> (English)

Helping Homeless People with Mental Illness

Heather Smith Fowler

Portions of this article are taken from the CMHEI Newsletter with permission

Over the past five and a half years, the Centre for Research on Community Services has been collaborating with the Ottawa branch of the Canadian Mental Health Association (CMHA) to evaluate CMHA's Intensive Case Management (ICM) program for people who are homeless or at risk of becoming homeless, and who also have severe and persistent mental illness.

Leading this project are Tim Aubry, Principal Investigator, Marnie Smith, Program Manager at CMHA, Ottawa Branch, and Heather Smith Fowler, Research Coordinator. The multidisciplinary research team of investigators also includes Doug Angus (School of Management), Brad Cousins (Faculty of Education), and Robert Flynn (Centre for Research on Community Services) -- all from the University of Ottawa -- as well as Pamela Prince from the Royal Ottawa Hospital.

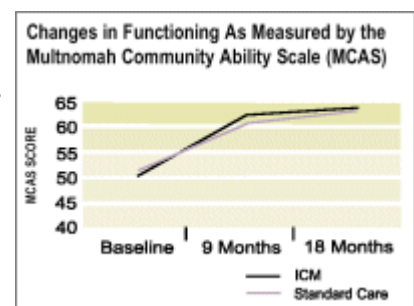
The study is a clinical trial that compares clients receiving ICM with those receiving standard care, over a two-year period. It is part of a larger, multi-site study called the Community Mental Health Evaluation Initiative (CMHEI), which is a provincial research initiative funded by the Ministry of Health and Long-term Care evaluating innovative community mental health programs. Key partners for the multi-site initiative also include the Ontario Division of the Canadian Mental Health Association (CMHA) and the Centre for Addiction and Mental Health (CAMH).

The data collection for the Ottawa project is now complete, and final data analysis is underway. In the meantime, we have some promising preliminary results to share, as first reported in the summer 2003 issue of the CMHEI newsletter.

At baseline, 55% of the 147 study participants were over 40, 18% were youth (16 to 24 yrs old), and there were roughly equal numbers of men and women. Virtually all (96%) were single and receiving social assistance. Almost half of the participants experienced their first hospitalization for mental illness by age 25, with one-quarter first hospitalized by age 18. While more than 48% have been diagnosed with schizophrenia and 52% with mood disorder, approximately half of the participants have received more than one diagnosis.

After 18 months, how are participants doing?

All study participants showed significant improvement over 18 months in overall functioning in the community and greater life satisfaction, particularly in relation to housing, daily activities, health, social relations, and finances (see graph showing MCAS scores). However, analyses conducted to date show no significant differences in improvement between ICM clients and those in the standard care group, a finding which needs further study. It may mean that early intervention — specifically, stabilization of housing — has broader, longer-term benefits than originally expected. There was, for example, a significant reduction in the number of nights clients in both groups spent on the streets or in a shelter — from an average of 43 nights per year at baseline, to less than two nights during the first nine months of the study. This



overall housing stability has continued through the 18-month follow-up. Stay tuned for the results of our analysis of the 24-month data! For more information, visit the CMHEI website: www.ontario.cmha.ca/cmhei.



CMHEI Study leaders: (l-r) Tim Aubry, Marnie Smith and Heather Smith Fowler.

EVENTS

Knowledge Mobilization

Noon Hour Colloquium Series

1. **Thursday 19th February** from 12 noon to 1:00pm
“Mobilizing Knowledge into Political Action” **Alex Munter**, University of Ottawa.
2. **Tuesday March 23, 2004** from 12 noon to 1:00pm
“Knowledge Transfer and the Canadian Social Research Newsletter” **Gilles Seguin**.
3. **Tuesday April 20, 2004** from 12 noon to 1:00pm
“Translating research into community action - social planning and knowledge bank formation.” **Dianne Urquhart**, Social Planning Council of Ottawa.

These presentations will be of interest to all individuals and organizations who are concerned about getting research out to people and organizations.

Centre for Research on Community Services 30 Stewart Street, room 105
RSVP or Information? 562-5800 extension 1856 or by email at crsc@uottawa.ca

The Useful Evaluation Training Series

Hosted by Dr. Michael Shea

Dr. Arnold Love, internationally-renowned evaluation consultant and author of Internal Evaluation: Building Organizations from Within (1991, Sage Pubs.) presents:

Wednesday, April 21st Day #1 – An Introduction to Program Evaluation and Performance Measurement for Not-for-Profit Organizations

Thursday, April 22nd, 2004 Day #2 – Internal Evaluation: Building Not-for-Profit Organizations and Programs from Within

RA Centre (2451 Riverside Drive, just west of Bank Street)

Fees are \$300 one day/\$550 both days (plus GST) **20%** discount for members of not-for-profit organizations.

For full information and registration please contact: Mr. Adrian Lea, Training Event Coordinator, Useful Research & Consulting, Inc. at 1-613-401-1038

or adrian.lea@sympatico.ca or (Fax) 613-236-4312

August 16-19, 2004, University of Ottawa, Ottawa, Canada - International *Looking After Children* Initiative Promoting Resilient Development in Children Receiving Care

Monday, August 16 Resilience and Child Welfare - An examination of resilience theory and how it has been applied in work with vulnerable children within Aboriginal and non-Aboriginal communities.

Tuesday, August 17 Supporting Families and Communities - A look at the role families and communities play in promoting resilience.

Wednesday, August 18 Through the Care System - Illustrations of how broad child welfare approaches, such as LAC, and specific child welfare services, such as foster care and transition services, have attempted to improve resilient outcomes.

Thursday, August 19 Pathways for Child Welfare Development - An exploration of how resilience theory may contribute to the future development of child welfare services.

Registration Fees (In Canadian Funds) **Early Bird (to June 1, 2004) \$350** Regular \$400 Daily \$125 Foster Parent rate \$175

For complete information and registration <http://www.cwlc.ca/conference/introduction.html>. In French http://www.cwlc.ca/conference/introduction_f.html

CRCS PEOPLE

Heather Smith Fowler who wrote our information piece on the Canadian Mental Health Evaluation Initiative in this edition, has been working on the study for the past 5 ½ years. She has recently also started work with Dr. Carol Amarantunga at the Institute of Population Health, managing the new Women's Health Research Unit. They are working on a number of diverse projects including gender and HIV issues, new indicators for women's health, and some international work on racism, violence and sexuality. Heather has a Master's degree in Community Psychology. Heather manages all of this as well as raising her family with her husband David and succeeding in dragging the family out for cross-country skiing in the winter and water-skiing in the summer.

Robert Flynn	Director of CRCS	rflynn@uottawa.ca	562-5800 ext. 1855
Tim Aubry	Director of CRCS	taubry@uottawa.ca	562-5800 ext. 4815
Vivien Runnels	CRCS Coordinator	crsc@uottawa.ca	562-5800 ext. 1856
Hayat Ghazal	Ontario Looking After Children Project Coordinator	ghazha@hawk.igs.net	562-5800 ext. 1857
Louise Legault	National Looking After Children Project Coordinator	louisel@uottawa.ca	562-5800 ext. 2736
Heather Smith-Fowler	Canadian Mental Health Evaluation Initiative (CMHEI) Project Coordinator	hsfowler@uottawa.ca	737-7791 ext. 113
Myriam Lebel	Distress Centre/Tel-Aide Coordinator	mlebel@dcottawa.on.ca	562-5800 ext.1862
Elizabeth Hay	Panel Study Coordinator	ehay@uottawa.ca	562-5800 ext. 2749
Hélène Lafrance	Administrative Officer	hmlafra@uottawa.ca	562-5800 ext. 1854
Ginette Peterson	Administrative Secretary	ginettep@uottawa.ca	562-5800 ext. 5908

Centre for Research on Community Services
University of Ottawa
34 Stewart Street, Ottawa, ON K1N 6N5
crsc@uottawa.ca (613) 746 7558