

**YouthREX**

**Quick-Glance Update**

February 22, 2017

# **The First 100 Responses**

Highlights from Our Stakeholder Survey

THE FIRST 100 RESPONSES

# Highlights from Our Stakeholder Survey

<p><b>YouthREX's programs, events, and resources are very useful for my work with youth.</b> n=80</p>	<p>STRONGLY DISAGREE <b>1.25%</b></p>	<p>DISAGREE <b>2.50%</b></p>	<p>NEITHER AGREE NOR DISAGREE <b>13.75%</b></p>	<p>AGREE <b>53.75%</b></p>	<p>STRONGLY AGREE <b>28.75%</b></p>
<p><b>I gain valuable knowledge from YouthREX's programs, events, and resources.</b> n=80</p>	<p>STRONGLY DISAGREE <b>1.23%</b></p>	<p>DISAGREE <b>3.70%</b></p>	<p>NEITHER AGREE NOR DISAGREE <b>8.64%</b></p>	<p>AGREE <b>58.02%</b></p>	<p>STRONGLY AGREE <b>28.40%</b></p>
<p><b>I would recommend YouthREX's products and services to someone else.</b> n=80</p>	<p>STRONGLY DISAGREE <b>1.25%</b></p>	<p>DISAGREE <b>1.25%</b></p>	<p>NEITHER AGREE NOR DISAGREE <b>7.50%</b></p>	<p>AGREE <b>38.75%</b></p>	<p>STRONGLY AGREE <b>51.25%</b></p>
<p><b>Overall, how would you rate the quality of YouthREX's products and services?</b> n=86</p>	<p>VERY LOW QUALITY <b>0%</b></p>	<p>LOW QUALITY <b>0%</b></p>	<p>NEITHER HIGH NOR LOW QUALITY <b>13.95%</b></p>	<p>HIGH QUALITY <b>62.79%</b></p>	<p>VERY HIGH QUALITY <b>23.26%</b></p>
<p><b>To what extent have YouthREX products and services met your needs?</b> n=84</p>	<p>NEVER <b>1.19%</b></p>	<p>RARELY <b>5.95%</b></p>	<p>SOMETIMES <b>21.43%</b></p>	<p>OFTEN <b>55.95%</b></p>	<p>ALWAYS <b>15.58%</b></p>
<p><b>I will definitely be involved with YouthREX in the future.</b> n=81</p>	<p>STRONGLY DISAGREE <b>1.23%</b></p>	<p>DISAGREE <b>0%</b></p>	<p>NEITHER AGREE NOR DISAGREE <b>14.81%</b></p>	<p>AGREE <b>38.27%</b></p>	<p>STRONGLY AGREE <b>45.68%</b></p>

Please describe your experience engaging with any of YouthREX's Regional Hubs. What happened? What did you like or get out of your experience with us? What could have been better?

"I have enjoyed the opportunities offered by YouthREX, that were specific to my region and through the webinars experience and learn what other regions were doing. Sometimes in healthcare we can become very silo-ed, and this isolation is not just sector related, it is also regional. In my opinion, YouthREX broke through those silos and allowed people to learn what was happening province wise, and connect in ways they may not have connected. I sincerely hope the program continues, and allowed the opportunity to not only sustain its gains and continue the leadership of bringing different voices and partners together to empower youth."

a) - Very thorough in explaining how they would evaluate the program - informative - professional - supportive - quality work

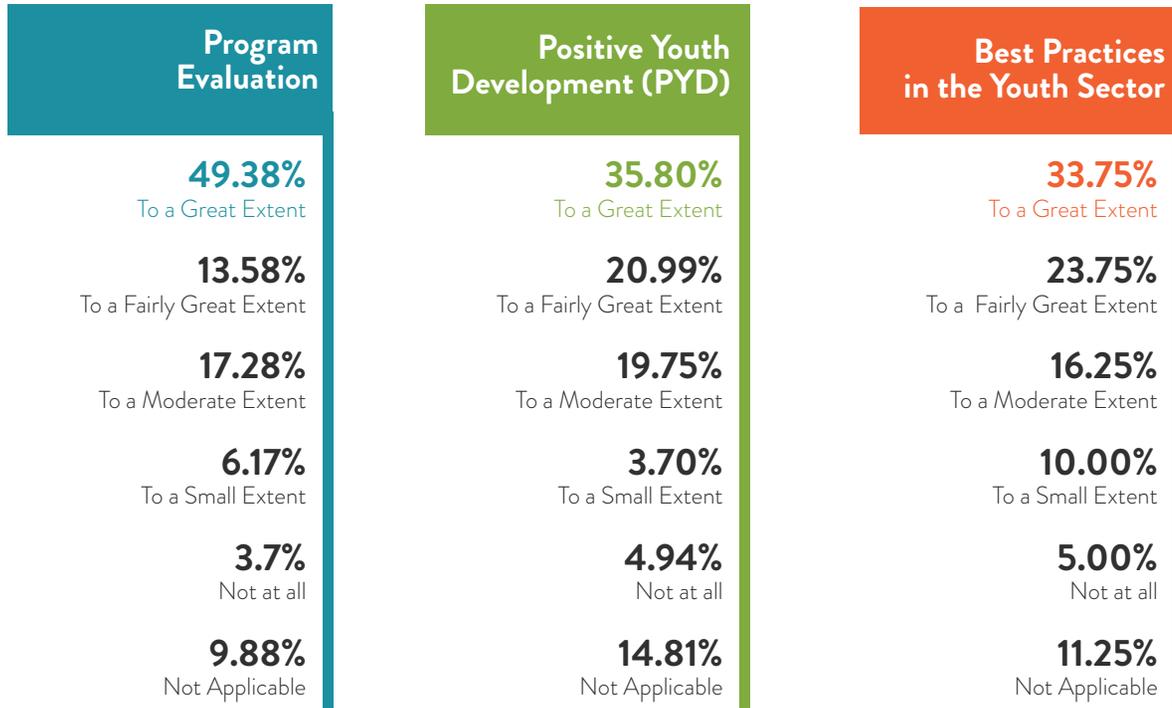
b) - I now have a program evaluation that we can present to funders, stakeholders, partners, etc. I am very satisfied and grateful for all the work they have done.

c) - I would like this wonderful program to continue to provide on-going support to organisations; for the funding to continue for this much needed program."

# Highlights from Our Stakeholder Survey

My experiences with YouthREX have increased my understanding of...

n=81



Do you feel that YouthREX is fulfilling its mission and vision? Why or why not?

“Yes, I feel it is fulfilling its mission and vision. It is spreading awareness for effective evaluation practices that will yield evidence as to the successes and drawbacks of current youth programming. This is essential for any changes to be made.”

“I feel that YouthREX has done a considerable amount of work in a short period of time and filled a gap for grassroots youth serving organizations. The resources that are available on the Exchange are very valuable and compliment the work that is being done by the Centre of Excellence for Child and Youth Mental Health.”

“Yes! YouthREX’s CES has made a positive impact for youth in our community as we have been able to make positive program changes to our Leadership Camp based on evaluation feedback. I run a grassroots youth centre, and both our capacity and knowledge have been increased due to our work with YouthREX.”

As a result of my experiences with YouthREX, I have...

“Learned how to more effectively manage the evaluation process for my organization, while still yielding the evidence needed for grant proposals and applications...”

“Discovered a valuable resource and am no longer afraid of evaluation and its process.”

“Increased my knowledge of youth work, current issues youth are facing and increased my network of youth workers.”

“Gained an appreciation for the diversity of youth programs and the different options for collecting information in a way that’s accessible.”

“Been able to launch an comprehensive program evaluation of one of our youth services!”

“Felt more confident that there are appropriate supports for grassroots groups to do the great work that they do.”

# Knowledge Mobilization

# KM Highlights

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## 1. Research to Practice Report (RtP)

On January 16, 2017 we launched a Research to Practice report (RtP) *Game On: Sport Participation As A Vehicle For Positive Development For Youth Facing Barriers!* This RtP summarizes the current state of research on youth development within community-based sport and/or physical activity programs for youth. It identifies strategies for fostering youth development within these contexts and provides recommendations for incorporating positive youth development (PYD) frameworks, approaches, and strategies into youth sport programs. MLSE Luanchpad wrote the forward for this RtP.

We designed a KM plan for the report that included direct outreach to over 50 organizations working in the area of youth sport and physical fitness. *Game On* was viewed 244 times and downloaded 105 times in January and brought 450 more visits to the eXchange compared to the monthly average for April – November 2016. The factsheets associated with the report were the 2nd most viewed and downloaded resources for the month of January.

View the RtP here: <http://exchange.youthrex.com/report/game-sport-participation-vehicle-positive-development-youth-facing-barriers>

## 2. Webinars

On January 31, 2017 we hosted a webinar featuring the *Game On* report. We were joined by MLSE Launchpad and youth leaders of physical activity programs from Motivate Canada. 101 people registered and 67 people attended the webinar.

The archive of the webinar is here: <http://youthrex.com/webinar-recap-game-on-sport-participation-as-a-vehicle-for-positive-development-for-youth-facing-barriers/>

### Upcoming webinars include:

Data Wrangling for Youth Program Evaluation Part 2 - Using Excel to Analyze Data (February 28, 2017)

Supporting Positive Outcomes for Youth Involved with the Law (March 23, 2017)

## 3. Ongoing Workshop Requests

There is ongoing strong demand from the youth sector for YouthREX's capacity building offerings, from the certificate courses to the face-to-face workshops. We regularly receive additional requests for capacity building services from across the province. The Mushkegowuk Youth Department of the Mushkegowuk Council has invited us to develop customized evaluation capacity building supports to support youth work in their member communities. Due to time and travel constraints, we plan to initially use a web-based platform to assess the Department's learning needs. We will then customize a curriculum to meet their needs by adapting existing content or by developing new content.

# KM: Online Numbers

## Exchange Online Hub

Launched March 31, 2016

**11,420**

Total sessions/  
Site visits

**52.2%**

Returning  
Visitors

**903**

Total resources uploaded

**5,651**

Total  
users

**47.8%**

New  
Visitors

**58**

Infographics

**36**

New Media

**72**

Tools/Toolkits

**142**

Videos

**204**

Academic  
Literature

**37**

Blogposts

**65**

Research  
Summaries

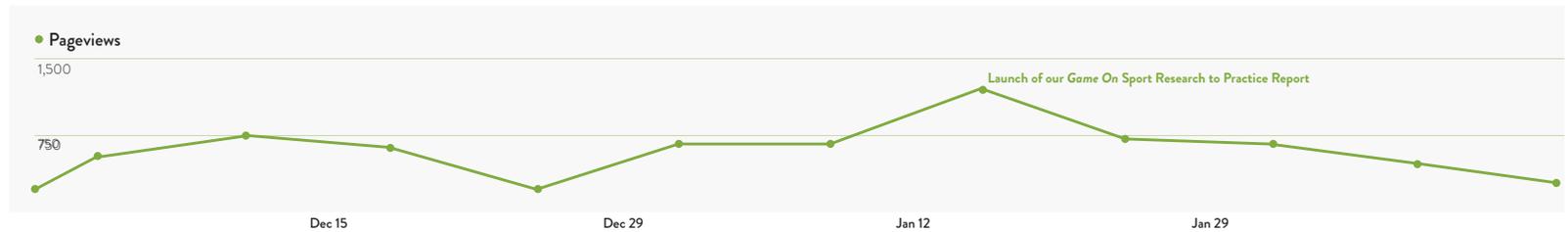
**193**

Reports

**98**

Factsheets

## Pageviews From Dec - Feb



**3,378**

Newsletter  
subscribers

**1,752**

Twitter  
followers

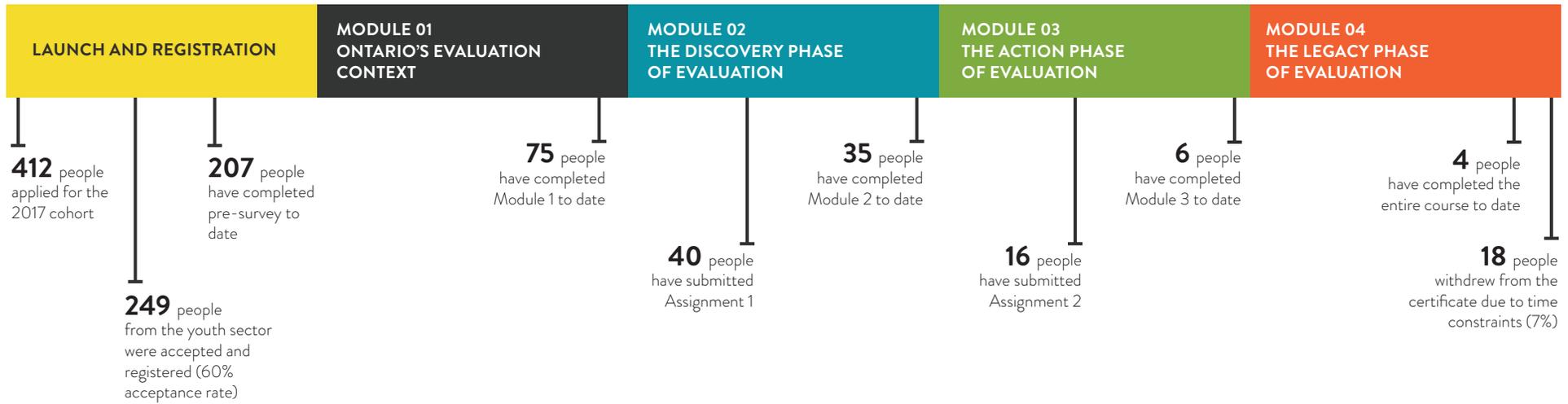
**24.9%**

Email  
open rate

**2,922**

Total  
tweets

# Online Program Evaluation for Youth Wellbeing Certificate



**“I have learned a new way to approach developing, implementing, and monitoring and evaluating current and future programming. I feel more equipped with creating impactful programs through the tools provided.”**

-ONLINE CERTIFICATE PARTICIPANT

**239** individuals reside and work within Ontario

**95** frontline workers

**75** management-level staff

**10** individuals reside and work outside Ontario

**15** community researchers

**10** students

**49** individuals are under the age of 26

**32** identified as Other (i.e. volunteer, program evaluator/coordinator)

**22** did not disclose

# Capacity Building

# Online Program Evaluation for Youth Wellbeing Certificate

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## SOME FEEDBACK FROM OUR POST-SURVEY

### What have you learned from participating in this certificate?

- I had some program evaluation knowledge from a previous course and work with my organization, however, by comparison, this was much more 'grassroots' and I feel like I would do things differently going forward.
- To put your thoughts on paper so you can have a logical approach
- I have learned a new way to approach developing, implementing, and monitoring and evaluating current and future programming. I feel more equipped with creating impactful programs through the tools provided.
- I pretty much started from scratch. I have learned up until now the general structure of an evaluation. I also learned what a stakeholder really was since I had never heard about them before.
- I learned new strategies to engage youth but also to have a clear plan of what I want to capture when conducting evaluation.
- I have access to more resources on evaluation.

### How will you apply what you've learned?

- I will get feedback from the youth on their interest, likes and what they don't like
- I plan to have our youth department undergo some changes to the programming offered. I plan on having staff begin to look at their program through the tools provided and have the evaluate program offered.
- It will definitely impact the way I organize/plan activities and how I present it to the youth in my programs,
- The area with logic models, I admit it was not my strongest area prior to this course. I feel the tools and templates for the logic models were helpful and I will use more in my work

### What worked well for you in this certificate that we should keep the same the next time this course is offered?

- The different media types, clear examples and templates, videos with audio explanations....much richer way to learn it than just reading a manual/document, or even taking an academic course.
- Ongoing access to lessons during the course.
- I LOVED when there was visual support. The perfect example was the DIY toolkit in lesson 4. It was a step-by-step that made every bit of information from the lectures fall into place. Reading is fine but visual examples are what works for me.
- The extra readings and videos of the Ted Talks were really great it highlighted and added to the course material
- The fact that it was online... so flexible time

### Is there anything else you would like to add (e.g., general comments)? We would love to hear your feedback.

- I wish there was a way you could open it up. You know, since there's hardly any admin once people are signed up, maybe it could be a revenue generator for the youth program. Like, at \$30-50 for people to take it. It's really valuable material.
- glad to be involved in this certificate course. learning a lot
- I really appreciated that the response time to my emails was very fast. I was happy I got a fast, clear and detailed response to my questions. I got a response back in 30min.
- I did the survey. Really a great course. I wish I'd done it before writing the evaluation plan for 4-H. Now, I think some of the other tools will still be useful for future, and especially the knowledge sharing module at the end. I thought the course was amazing! Very applied. Very relevant.

# Online Program Evaluation for Youth Wellbeing Certificate

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## Module 1 (Lessons 1 & 2) Participants' Comments

- Thank you, really enjoying the course, it has opened up a totally new way for me to look at evaluation, the methodology used is more inclusive and empowering.
- I'm really enjoying the course so far and am excited to progress through it! As someone who is encountering most of the subject matter for the first time, having such a variety of resources available helps me absorb the information and feel secure that I'm not missing anything.
- A LOT of information and backup resources. Thank you for going the extra mile.
- I enjoyed this module it was immediately applicable to my work. Looking forward to the next module.
- Love the use of multimedia to present the information... The importance of two texts - "Stepping Up" and "Stepping Stones" were underscored throughout this lesson... One might even be forgiven to suggest that one in particular - Stepping Up - is so integral to the lesson that perhaps making it a prerequisite reading would not have been an untoward suggestion, especially individuals like me who are only perfunctory familiar with its content... A very enjoyable beginning..
- I enjoyed the slides and the Youth Sectors Leaders video was very interesting to me
- I appreciated the variety of learning tools included in this lesson, and the information from both the Stepping Up and Beyond Measure reports.
- Thanks for including York U's example of dealing with homeless youth's informed consent - it was a very helpful example as an option of a way of dealing with this situation. This was very relevant for me as the one in charge of research & evaluation at my agency that serves homeless and at-risk youth. thanks!
- This lesson was a lot of information to take in but the video about "measuring impact" brought everything together to make

it pretty clear. It was a great example and a great way to recap the content.

- The presentations were great, and very relevant to my work. I appreciated how the lectures were laid out, and the pacing was excellent.
- I really enjoyed the Tedx video. I thought Lesson 2D on Ethical Considerations in Program Evaluations was the best presentation because it was clear and concise.
- Really enjoyed the Lecture O2C, the speaker was very well versed on the topic and added more in the spoken part of the presentation than what was on the slides. I like having a mixture of both slideshow presentations, as I don't always have the time to be listening to the slideshows and sometimes just want to read the slides.
- Samantha's TEDx video on measuring impact was fantastic. It's inspiring to listen to people who are passionate and excited about evaluation. Her enthusiasm is contagious! I am now thinking about how I can really make evaluation work for and be a benefit to our programs.

## Module 2 (Lessons 3 & 4) Participants' Comments

- This lesson gave me both some insight into why we might not be getting the youth engagement we'd like to and an idea or two about how to address this. thanks.
- I liked the fact that definitions were provided at the start of the lectures. It gave me a better idea about what the concept is before I had to jump in the rest of the information
- Very nice discussion of youth engagement- simple, also addressed barriers. I felt like the differentiating between youth engagement and youth as consultants was really important. I wish a lot of this information, particularly slide deck 3 was more available for organizations. it's almost like if you are involved in evaluation, you need some resources to help summarize some of this info with your organization..since they're not all going to do the training, and getting them on board is so important.

- Highlighting the benefits and barriers to engaging youth was very helpful, as we often get pressured into tokenism by funders and stakeholders. I think this lesson will better prepare me to emphasize the importance of more meaningfully gathering youth input, as some feel that bringing a youth from the community to a meeting is 'getting the youth perspective'.
- I really enjoy the presentations very informative and short- I can go through them on my lunch break at work which is helpful
- I enjoyed how the Lecture O3A included examples to concepts and ideas that were introduced. In the last lesson I remember hoping for examples about "risks of youth taking the evaluation". It is helpful and appreciated by a newbie like me!
- I have struggled with logic models for several years. These lessons are solving some of my problems around how detailed to get in a limited space and WHAT the logic model is for, beyond inspiring potential funders with some fancy graphics!
- I liked these lessons a lot... Probably because there was more information about what to do, and why to do it.
- The Lectures were amazing. Very clear, easy to understand. It was probably my favorite lesson so far. I also appreciated the DIY toolkit. Very clear and visual.
- Lots of content, simply explained. Really good. Especially enjoyed Gail Barrington talk.
- I have never thought of logic models as my strong suite but i feel this part of the course helped me to feel more confident with logic models
- The additional resources are helpful in broadening exposure to the concepts and offer different perspectives.

# Critical Youth Worker Course

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## In November 2016, YouthREX hosted a Critical Youth Work Certificate Course at Lakehead University in Thunder Bay.

More than 40 people applied for the course and 21 youth sector stakeholders participated. Participants represented a broad range of youth sector work from grassroots youth-led organizations and initiatives to more established organizations that are multi-service with a program focused on youth. Of the learners who completed the demographic portion of the application, about 45% of learners identified as Caucasian, 30% identified as Aboriginal, and 5% identify as South Asian, 10% identify as Other, and 10% elected not to answer.

When participants were asked why they wanted to take the course, they overwhelmingly identified two common motivations: professional development and professional networking. Specific areas of interest included wanting to learn more about anti-oppression/social justice youth work, youth engagement strategies, how to create effective policies and practices, and how to facilitate intersectoral collaboration.

## Why did you sign up for the course?

P3: "Eager to learn; get certification; to increase my network amongst other youth work professionals and learn new strategies in my field to do my job even better."

P5: "To gain knowledge, to get connect with community partners and get valuable knowledge, what I learned through my course share with others too. I gained it and knowing about some amazing facts"

P13: "I don't often get the opportunity to participate in professional development courses. As a free course that allowed for discussion with other organizations, as well as academic/critical discussion, it was something that excited me and it was something that I could propose to my employer."

## Did you achieve your goal?

P3: "Yes. I created work related contacts. Learned new strategies re: working with, engaging and involving youth more effectively."

P4: "The sharing of stories/experiences was helpful. It served as self-care; being able to get out of the office. It was an opportunity to recharge and learn."

P12: "I expected basic knowledge of youth work but it exceeded my expectation because it takes a critical lens to the work which I very much value and want to take."

P13: "Yes and more. Social/personal strategies; understanding/perspectives re: diversity; a greater understanding of how systems and research impacts youth development"  
How can we improve?

P12: "More relationships building with local peoples. There is an Indigenous Learning department at Lakehead which is underutilized."

P10: "I would like to see this course include more speakers from youth groups around the community and talk about what has worked for them and what did not."

## Is there anything else you would like to share?

P4: "I hope you offer this opportunity again."

P7: "Really enjoyed the opportunity! Glad this training and its valuable info/discussion exists."

P8: "I would take another YouthRex course!"

P11: "I would have liked more time to learn about how YouthRex can support our work."

# **Customized Evaluation Supports**

# Customized Evaluation Supports

APPLICANT STATUS	CENTRAL	EASTERN	NORTHEASTERN	NORTHWESTERN	SOUTHWESTERN	TOTAL BY STATUS
Active	12	8	5	1	12	38
Ineligible	10	7	0	1	4	22
Open	0	0	1	0	0	1
Waitlist	8	3	2	0	3	16
Closed	29	9	4	0	5	47
<b>Total Applicants by Region</b>	<b>59</b>	<b>27</b>	<b>12</b>	<b>2</b>	<b>24</b>	<b>124</b>

“I’ve recommended YouthREX to almost every youth organization that I’ve talked to that doesn’t have evaluation support. I recommend them one, because they’re free and most organizations don’t have the opportunity to pay for something, and secondly, like we were over the moon ecstatic about our end results so I know that most organizations would feel the same way”

- CES ORGANIZATION

**76**  
Capacity  
Interviews

**69**  
Logic  
Models

**43**  
Evaluation  
Service Plans

**15**  
Final Reports/  
Summaries

Organized Comprehensive  
Efficient Helpful Thorough  
**Supportive**  
Emergent Progress  
Smooth Good

# Customized Evaluation Supports

CES clients are sent a check-in survey at the end of Phase 1: Discovery. As of February 13, 2017, 41 clients from various hubs have completed the check-in survey.

Check-In With CES Organizations on Service Satisfaction (N = 41)		
Survey Item (1=Strongly Disagree – 5=Strongly Agree; 6=Not applicable)	N	Mean (SD)
1. The Hub manager responds to my inquiries in a timely manner.	39	4.18 (1.19)
2. The Hub Manager is responsive to my organization's evaluation needs (i.e., the evaluation process will produce insights that will be used by my organization).	39	4.46 (.85)
3. The Hub Manager is working collaboratively with my organization to co-create an evaluation plan.	38	4.58 (1.06)
4. The Hub Manager demonstrates cultural awareness, sensitivity, and inclusivity when engaging with my organization.	38	4.52 (.86)
5. The Hub Manager is working with my organization to engage youth in our evaluation process.	38	3.97 (1.13)
6. The Hub Manager is properly supporting our organization through our evaluation journey.	39	4.18 (1.17)
7. Overall, our experience working with YouthREX is improving our organization's understanding of program evaluation.	39	4.26 (.85)
8. Overall, our experience working with YouthREX is improving our organization's capacity for evaluation.	39	4.26 (1.04)
9. Overall, our experience working with YouthREX is improving our organization's understanding of our program through the development of a program logic model.	38	4.34 (.99)
10. Overall, I am satisfied with my experience working with YouthREX.	39	4.28 (1.12)

“YouthREX has been a fantastic service. Without YouthREX, our small not-for-profit organization would not have been able to develop the evaluation tools and logic model needed for grant applications and to evaluate the [Event]. We continue to be amazed by the great support and guidance YouthREX provides, and continue to recommend this service to other youth organizations in our area.”

“What a FANTASTIC program! I am SO excited to be working with [Hub Manager] and the YouthREX team. I would have never been able to design or implement such wonderful evaluation supports prior to engaging YouthREX with our project. I look forward to continuing this partnership.”

“[Hub Manager] is fantastic. So much of what we do in the community comes down to building relationships and making connections with others, and Lisa has fit right in with our networks.”

“[Hub Manager] has been incredibly flexible, understanding, and helpful! I've really enjoyed working with them, so far.”

“[Hub Manager] has done a fantastic job in her role. She is extremely professional, bright, and easy to work with. In spite of having to take on the task of writing future [Program Name] evaluation reports, I feel confident and encouraged knowing that [Hub Manager] is here to support us along the way. Thank you for the services you offer - you have been life savers!”

# Customized Evaluation Supports

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As of February 13, 2017, 24 clients from various hubs have completed the exit survey.

Exit Survey With CES Organizations on Service Satisfaction (N = 41)		
Survey Item (1=Strongly Disagree – 5=Strongly Agree; 6=Not applicable)	N	Mean (SD)
1. YouthREX responded to my inquiries in a timely manner.	24	4.29 (1.08)
2. YouthREX was responsive to my organization's evaluation needs (i.e., the evaluation process has produced insights that will be used by my organization).	24	4.25 (1.03)
3. a) YouthREX worked collaboratively with my organization to co-create an evaluation plan.	17	4.12 (1.36)
4. YouthREX demonstrated cultural awareness, sensitivity, and inclusivity when engaging with my organization.	24	4.42 (.93)
5. a) YouthREX helped our organization involve youth in the evaluation process.	24	3.71 (.96)
6. YouthREX staff provided excellent support to our organization over the course of the evaluation.	24	4.17 (.92)
7. Overall, our experience working with YouthREX improved our organization's understanding of program evaluation.	24	4.08 (.97)
8. Overall, our experience working with YouthREX improved our organization's ability to conduct program evaluations.	24	4.00 (.93)
9. Overall, our experience working with YouthREX improved our organization's understanding of our program through the development of a program logic model.	20	4.15 (.75)
10. Overall, I am satisfied with my experience working with YouthREX.	24	4.29 (1.04)
11. Overall, I am satisfied with the way data was collected and used during the evaluation of my program.	24	4.63 (1.35)

# Customized Evaluation Supports

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## How will your organization use the report and evaluation findings?

“We’re still figuring this out! But so far it has affirmed our decision to keep the magazine both in-print and online, and to be independent (free of corporate influence).”

“We will use it in making the recommendations for improving the program moving forwards, as this was a pilot year”

“The evaluation will be used to gather data from our youth and help assess the impact of our programs so we can enhance our services.”

“We will use it for team development with respect to youth engagement and ensuring youth fully understand what the program can offer. Our funder will use the report as it gives consideration to other like programs.”

## In general, what more could YouthREX have done to better support your evaluation efforts?

“Having basic training available to members of staff would be really appreciative. It’s one thing to start an evaluation, it’s another thing to give people the knowledge and language to do it. I would really recommend asking organizations to complete training (even your online learning emods) prior to starting evaluation. Most of us don’t have the funding to pay for training on our own, and there is often significant disconnect between folks attempting to do evaluation and those running programming. Trying to get everyone on the same page reduces frustration and empowers everyone to take part in the process.”

## Do you have additional comments, concerns, or ways for us to improve? Please let us know!

“We are grateful for the time and effort put in by YouthREX. Thank you”

“[Hub Manager] and her team were amazing. I really hope this initiative continued in Northern Ontario. It was extremely informative and overall beneficial to our organization and staff.”

“The Evaluation for Youth Wellbeing Certificate should be accessible/required coursework for everyone - it helped me to better understand what we were doing in customized support, and really improved the overall success of our evaluation.”

“Thanks to [Hub Manager and staff] for sending me a variety of materials to engage and increase my understanding, inviting me to a meeting on campus, sending me draft feedback and meeting a timeline for me to report to the board. Should we plan a workshop in 2016, I will surely be seeking help from YouthREX to develop the survey format. One of the recommendations from our youth is that they would have preferred short workshops vs a full day conference. A BIG THANK U”

“Thanks for having this service. It’s incredibly important.”

“Thank you very much for your time and knowledge. Much appreciated!”

# Customized Evaluation Supports

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## What did you hope to get out of partnering specifically with YouthREX?

"I would say like it was great because it was, it was free, and for a grassroots organization, often times we don't have those extra dollars to put towards, you know, evaluation, it can get expensive, so being free was a huge key piece. Also, just working with the credit of a university, so knowing that a 3rd party was kind of evaluating our work, and it wasn't just like our, like a youth grassroots organization, like you know evaluating their own organization and evaluation process, it was like a 3rd party doing it, therefore it had more validity to it, so I think that was another key piece for me. And then one that was it was pretty centrally located to the community that we serve so I think that was a key piece as well."

## How did CES impact how your organization thinks about and does program evaluation?

"I think it helped us not be so afraid of it (laughs), like when someone says project evaluation, you know, you kind of get really hesitant, and you're like, well how much money ... how much resources I'm going to have to put into it, like time, staff, everything, so the fact that the services were, you know, free really helped us because we wouldn't have been able to pay for these services because we're not in a financial position, like most non-profits ... we just don't have the extra money to spend on it, right?"

"We have a much more positive, kind of, outlook on project evaluation, like it doesn't seem so burdensome anymore, because again we're able to, well we have a better knowledge now of just kind of what it entails but also we're able to kind of recycle some of the tools that YouthREX gave us and made for us into our other programs, so it's just like we're constantly moving forward now and we're willing to try newer things..."

"I feel like with starting a grassroots organization and it's only three people that have been, are doing the work, without having that evaluation piece, like or adding that to our list of things to do, I felt like it would have got lost and just put off to the side

because you're just trying to continuously do and do the work, but you don't really have time to sit back and evaluate the work so, having CES actually do that for us was a huge relief off, off of our plates, we didn't need to really focus on that as much, we had someone who was doing it, and then we could provide feedback and answer his questions along the way."

"... I learned skills, so just kind of, the groundwork you need to lay out before you start your surveys and handing them out, so like, getting parental consent, getting consent forms, kind of just, how to collect your data, how to then distribute data, and like all of those processes I think were a key piece that I was, that I learned from YouthREX."

## How did the infographic, how did that impact your organization and the program?

"... So far everyone that we have shown it to like informally, it's been really excited about it, mainly like our initial funders in November, so they were super excited to see our results from, from what we've been doing and their money and where it's gone, so that, that was huge and honestly it's something we can take towards the schools and showcase what we've been doing and then, makes more schools kind of want our program and I think that's going to be at a huge benefit to what we do, I don't think many organizations or half of the school programs have an infographic that show the work that they do in such a manner, so I'm excited to be able to take it into meetings now."

## Overall, what has the relationship been like with the CES team that you worked with?

"I would say, definitely felt supported, I felt like we were fulfilled, that's kinda the best way to describe it like, we went in with our expectations, our expectations were met, they worked very hard and last with us over the, over the summer to get our evaluation done and the way that we wanted to see it, so like if that's a professional relationship, I would say they did very well on that piece. But yeah, super close, I felt like they were approachable, they were friendly, we were able to stop by their office if we needed something and I didn't feel like unwelcome."

"It was phenomenal. I've been recommending them around town, and I really hope this program stays in the North. It was great, you know, [Name of Person] and [Name of Person] were there any time we had a question. You know, if we, we kind of screwed something up, you know, right away they were kind of there to help us and support us along the way. They kind of gave us guidance first and if we weren't able to do it, then we were able to come back and they were kind of able to help a little bit more detailed, like provide more detailed approaches. It's just they didn't kind of take over the project evaluation which was nice. They, they really worked with us and kind of kept us in the process and, you know, not made us feel completely ignorant (laughs) that we didn't know to, like, anything about it, but it really kind of said, okay what do you know, and let's expand on that now, let's, let's educate you guys to help you grow that, so they were, they were phenomenal."

## Would you recommend YouthREX to other organizations?

"100%, I've recommended YouthREX to almost every youth organization that I've talked to that doesn't have evaluation support. I recommend them one, because they're free and most organizations don't have the opportunity to pay for something, and secondly, like we were over the moon ecstatic about our end results so I know that most organizations would feel the same way."

"...I have recommended you guys, I speak to, about you guys fairly highly to other groups, as well as to my Board of Directors, in terms of just the supports, resources, and like how you educated our staff on project evaluation, so I think those are, those are things that not a lot of people are doing in the community, and as mentioned, it's just, it's really hard to find affordable options for a lot of non-profits, so I think, yeah, just in general, the overall experience, you know, the rewards that were got out of it at the end, and just kind of a general knowledge that you gave to us throughout the way are all really good reasons why I have, and will continue to recommend you guys moving forward."



The Youth Research and Evaluation eXchange (YouthREX) is a province-wide initiative based at York University with five regional Hubs across Ontario that promote the integration of research evidence and evaluation in the development and delivery of Ontario's youth programs. YouthREX regional hubs engage local grassroots youth serving organizations, academic partners, youth and policy stakeholders in capacity building, knowledge mobilization, research and evaluation opportunities. YouthREX is primarily funded by the Ontario Ministry of Children and Youth Services with extensive contributions from York University and the four YouthREX partner universities.

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