

**BULLETIN DU CRSC – AUTOMNE 2004/  
CRCS NEWSLETTER – Fall 2004**

Centre for Research on Community Services University of Ottawa

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**About this Edition's Contents**

Hello et Bonjour!

As we are putting this newsletter together, winter is definitely in the air. Our bicycles will need their snow tires any moment now, and hot soup and other warming items are being added to the dinner menu at home.

The purpose of our newsletter is to let you know about the activities of the centre, some upcoming events that we hope will be of interest to you and some other pieces of information in keeping with our mission which is "... to conduct research and provide training that will contribute to the development of effective health and social services for vulnerable populations in the community." Please feel free to forward this newsletter to people that you think might be interested in our research.

For those that are new to the Centre for Research on Community Services at the University of Ottawa, we conduct high quality research and evaluation in social issues for community services in order to provide bases of evidence for service provision and for the wider community. The Centre's research focuses on homelessness, community mental health, children in care and youth problem prevention and positive youth development, and we utilize a variety of methodologies to answer research and evaluation questions.

As in previous editions, we feature some short news items, entitled **CRCS News**, and we introduce our staff (**CRCS People**). We have short articles and abstracts on some current studies being conducted from the Centre for Research on Community Services. (**Studies and Presentations**) We list some

upcoming **events** including an important Research Event on Homelessness in November, 2004. Finally, there is a brief summary “Behind the Scenes” of the 2003 research activities of the Centre.

## **Au sujet de cette édition**

Au moment où vous lisez ce courriel, l'automne est arrivé et l'hiver nous guette. Nos vélos auront besoin de pneus d'hiver à tout moment! Nous sortirons bien vite nos tuques et nos mitaines et nous nous préparerons de délicieuses soupes fumantes pour souper. Lorsque le froid s'installe, notre envie de s'emmitoufler et de faire de la lecture, elle, tend à s'accroître. Ainsi, laissez-moi vous intéresser au bulletin de nouvelles du Centre de recherche sur les services communautaires (CRSC).

Ce bulletin a pour but de vous informer sur les projets de recherches du CRSC et sur quelques événements qui, nous l'espérons, vous seront utiles. Le contenu du bulletin reflète, en ce sens, la mission du CRSC qui est de «mener des recherches et fournir de la formation afin de contribuer à l'amélioration des services sociaux et de santé offerts aux personnes vulnérables de la communauté».

Veillez S.V.P. faire parvenir ce bulletin aux personnes susceptibles d'être intéressées par les activités du CRSC.

Pour ceux qui sont nouveaux au Centre de recherche sur les services communautaires à l'Université d'Ottawa, nous effectuons la recherche et l'évaluation des données sociales d'un niveau supérieure pour les services communautaires afin de fournir des bases d'évidence pour des provisions de services à la vaste communauté. Les recherches du Centre se concentrent sur le phénomène des sans-abri, la santé mentale de la communauté, les soins des enfants et la promotion pour la protection des jeunes. Aussi, nous utilisons une variété de méthodologies pour répondre à des questions de recherches et d'évaluation.

Nous présentons **les nouvelles de CRCS**, qui présentent quelques activités au cours des derniers mois et aussi, nous vous présentons Myriam Lebel qui est une de nos coordinateurs de projet de recherche. (**CRCS People Personnel**) Nous avons des articles et des résumés sur quelques études actuelles étant dirigés par des étudiants qui sont en formation avec le CRCS (**études et présentations**). En plus, nous énumérons quelques **événements** importants tel que l'événement de recherche sur le phénomène des sans-abri qui sera publié en novembre prochain. Finalement, il y a un bref résumé de l'année 2003.

### Apology

The writer of this newsletter apologizes for incorrectly identifying Dr. Michael Shea's company in the last newsletter. Dr. Shea's company is called **Useful Consulting**.

### Nos excuses

Nos excuses à Dr Michael Shea. Sa compagnie s'appelle **Useful Consulting**.

## **Centre website and internet links**

Check out our website. We add documents concerning our studies here.

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

We are also featured in the database of the Canadian Evaluation Society, also called a grey literature database, at <http://www.evaluationcanada.ca/site.cgi?s=6&ss=8& lang=en>. The Society is a Canada-wide non-profit bilingual association dedicated to the advancement of evaluation theory and practice

#### La Société canadienne d'évaluation de programme

La Société est une association bilingue sans but lucratif vouée à l'avancement de la théorie et de la pratique de l'évaluation.

Banque de textes non publiés. <http://www.evaluationcanada.ca/site.cgi?s=6&ss=8& lang=fr>

## **CRCS NEWS Les Nouvelles**

### **PowerPoint Presentation**

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.

### **La 2<sup>ème</sup> Rencontre bisannuelle Québec-Ontario de psychologie communautaire (the Second Quebec-Ontario Community Psychology conference)**

« La 2<sup>ème</sup> Rencontre bisannuelle Québec-Ontario de psychologie communautaire s'est révélée pour moi une expérience très enrichissante. Dans le cadre de cette conférence, j'ai rencontré des chercheurs illustres en psychologie communautaire, j'ai eu l'occasion de connaître mes collègues de travail sur un plan plus personnel et j'ai exploré une partie intéressante du Vieux Québec et du campus de l'Université Laval. Ce que j'ai le plus apprécié lors de cette conférence, c'est la session de présentation d'affiches. Cette session m'a permis d'échanger avec des professionnels oeuvrant dans le même secteur que moi, c'est-à-dire dans le domaine des services d'écoute téléphonique. Ces personnes m'ont fait découvrir de nouvelles ressources et elles m'ont aussi donné beaucoup de motivation en manifestant un vif intérêt pour mon projet de recherche. Je suis sortie de cette conférence avec plein d'énergie et de bonnes idées! » - Myriam Lebel.

**New faculty members** 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.

**Dr. John Sylvestre** is a new member of the Faculty of Social Sciences and has worked with Tim Aubry of the Centre for Research on Community Services. His research interests are in the areas of identity, stress and coping, program evaluation, supportive housing, and mental health policy. Dr. Sylvestre has recently completed an evaluation of a major supportive housing initiative in Ontario, and is completing work on the development of a values and evidence-based planning framework for housing policy and development in the province. He is currently developing new research on how community-based services can promote recovery from serious mental illness, and how families cope

with a first episode of psychosis during late adolescence and early adulthood. He can be reached at 613-562-5800 Extension 4307 [jsylvest@uOttawa.ca](mailto:jsylvest@uOttawa.ca)

**John Sylvestre** est un nouveau professeur de la Faculté des sciences sociales. Il a travaillé avec Tim Aubry au Centre de recherche sur les services communautaires. Ses intérêts de recherche portent sur l'identité, le stress et le coping, l'évaluation de programmes, les logements avec services de soutien, et les politiques en santé mentale. Dr Sylvestre a complété récemment une évaluation provinciale d'un programme de logements avec services de soutien. Il travaille présentement sur un projet visant à développer un cadre de valeurs et de pratiques exemplaires pour appuyer le développement des logements avec services de soutien et des politiques en Ontario. Dr Sylvestre développe de nouveaux projets de recherche pour 1) étudier comment les services peuvent favoriser le rétablissement des personnes qui vivent avec un trouble de santé mentale grave et 2) examiner le coping chez les familles dont un des adolescents fait face à sa première crise psychotique. 613-562-5800 poste 4307 [jsylvest@uOttawa.ca](mailto:jsylvest@uOttawa.ca)



### **Studies and Presentations Etudes et présentations**

#### **Building a learning community through community –based research**

Tim Aubry Director of CRCS and Vivien Runnels, Centre Coordinator, contributed to the CBRNO symposium which focused this year on “Building a learning community through community-based research at Carleton University May 13, 2004. Find Tim’s presentation “Outcome Monitoring in the Community Sector: Taming the Beast,” and others from the symposium at [http://www.spcottawa.on.ca/CBRNO\\_website/home\\_cbrno.htm](http://www.spcottawa.on.ca/CBRNO_website/home_cbrno.htm)

#### **Évaluation des bénéfices associés aux services offerts par Tel-Aide Outaouais et le Centre de détresse d’Ottawa et la région**

Tel-Aide Outaouais et le Centre de détresse d’Ottawa et la région sont deux organismes sans but lucratif offrant un service d’écoute téléphonique dans la région d’Ottawa et de l’Outaouais à toute heure du jour ou de la nuit, et ce, tous les jours de la semaine. Tel-Aide et le Centre de détresse, en partenariat avec le Centre de recherche sur les services communautaires à l’Université d’Ottawa, collaborent à l’élaboration et à l’implantation d’un système d’évaluation interne de leur service d’écoute téléphonique (SÉT) et de leur programme de bénévolat. Les chercheurs de l’Université d’Ottawa impliqués dans ce projet sont Caroline Andrew, Tim Aubry, Fatemeh Givechian et Myriam Lebel.

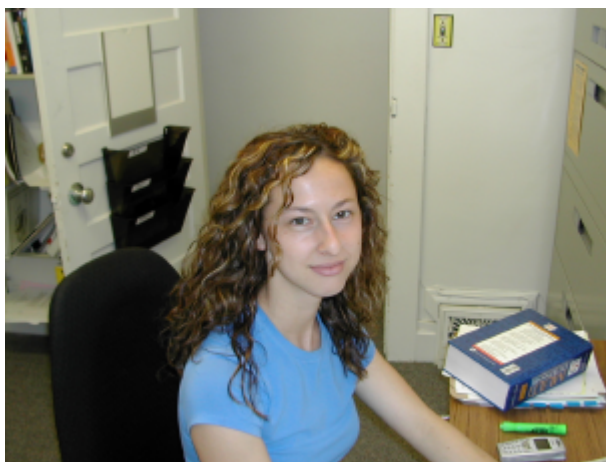
Les activités ayant eu lieu dans le cadre du projet d’évaluation depuis son commencement en juillet 2003 ont principalement porté sur l’évaluation des SÉT. La révision des modèles logiques du SÉT de Tel-Aide et du Centre de détresse, ainsi qu’une revue de la littérature sur l’efficacité des SÉT ont été effectuées pour guider l’élaboration du système d’évaluation. Conséquemment, il a été décidé que le

système évaluerait cinq résultats se rapportant tous au fonctionnement de l'appelant (c.-à-d. l'utilisateur du SÉT): l'humeur dépressive, l'anxiété, les stratégies d'adaptation efficaces et inefficaces, ainsi que l'urgence suicidaire. Le fonctionnement de l'appelant sera mesuré par l'écouter (c.-à-d. par le/la bénévole répondant à l'appel d'aide) au début et à la fin de l'appel d'aide, puis une troisième fois par une tierce personne lors d'une entrevue de suivi.

La première étude pilote réalisée dans le cadre du projet d'évaluation a servi à tester les outils utilisés par les écoutants pour évaluer le fonctionnement de l'appelant au début et à la fin de l'appel. Une deuxième étude pilote est présentement en cours. Elle sert à la fois à perfectionner les outils des écoutants et à tester le questionnaire utilisé lors des entrevues de suivi. Ces deux études pilotes ont été réalisées avec l'aide d'un sous-groupe d'écouter de Tel-Aide et du Centre de détresse. Une implantation à grande échelle du système d'évaluation doit avoir lieu à la fin de l'année 2004.

Le projet d'évaluation porte aussi sur le programme de bénévolat des deux organismes. Pour l'instant, seule la révision du modèle logique du programme de bénévolat de chacun des organismes ainsi qu'une revue de la littérature ont été réalisées. La revue de la littérature porte sur l'impact (bénéfices et coûts) du bénévolat (plus spécifiquement, du bénévolat effectué dans les organismes offrant des services d'urgence) sur les bénévoles, les organisations et la communauté en général. Cet impact du bénévolat sera mesuré auprès des bénévoles de Tel-Aide et du Centre de détresse dans le contexte d'entrevues semi-structurées à l'aide d'un questionnaire qui sera très prochainement développé.

Pour de plus amples informations, veuillez communiquer avec Myriam Lebel, coordinatrice du projet d'évaluation, à l'adresse électronique suivante: [mlebel@uottawa.ca](mailto:mlebel@uottawa.ca).



Myriam Lebel

### **Looking after children/S'occuper aux enfants - Positive Life Experiences in Fostered Populations**

Children and young people in foster care are a particularly vulnerable population at risk for maladaptation. This population has faced numerous adversities including, but not limited to, developmental threats and/or maltreatment, being removed from their biological families, and being placed in an alternative care situation. Much of the literature in psychology and social work focuses on these negative life experiences in an attempt to clarify why some individuals have problems related to their upbringing. Our attention has recently been drawn to the inverse, or the positive experiences and resilient characteristics of this in-care population. This is also the objective of the *Looking After*

*Children* approach in general, which is resource-focused and highlights positive achievements instead of focusing on negative outcomes of children in foster care.

Our information, obtained from 924 fostered children and youths in 2002-2003, has shown that although adversities have been encountered by the population, individuals demonstrate resilient tendencies. Using qualitative data obtained from open-ended questions we were able to accumulate a list of positive life experiences that fostered youth felt were important to their development. Many of the themes that arose from this information were in accord with current resiliency research. Early analysis of the 2003-2004 data appears to support our previous findings.

It is our hope that by identifying these determinants we will be able to demonstrate concepts that can be introduced into the field of social work to inform decisions that are made regarding foster care. Submitted by Shaye Moffat, Louise Legault, Bob Flynn.

### **Literature Review for the Development of the Report Card on Homelessness in Ottawa.**

Julie Beaulac, Laura A. Goodine & Tim Aubry - Centre for Research on Community Services  
University of Ottawa

Increasing concern regarding accountability and public awareness has led to a rise in the popularity of report cards in the past decade. Indeed, this is evident in report cards for hospitals, schools and other public organizations. Report cards, also referred to as status reports, profile reports, and community indicator reports, provide an overview or snapshot of a particular system or program and permit others to assess its performance. They encourage accountability and provide feedback to service providers, decision makers and the general public. Report cards are just one of many tools that can be used to measure systemic performance, and need to be distinguished from measures such as program evaluation and benchmarking. The present work was funded by the *United Way* and is intended to develop a report card on homelessness in Ottawa for the *Alliance to End Homelessness*. The literature review on report card methodology was the first stage of the project. The review includes the history and current status of report cards, the purposes and processes of developing and formulating report cards, the dissemination and translation of report cards, and barriers and facilitators to the report card development. Findings of this review are discussed in terms of their implications for the current development of the Ottawa report card on homelessness.

The report card on homelessness in Ottawa will be available shortly at the website.

<http://www.socialsciences.uottawa.ca/crcs/eng/publ.asp?type=homelessness>

## **EVENTS**

### **Community Forum on Homelessness - Linking Ottawa Research with Action and Policy**

The Alliance to End Homelessness invites you to register for a Community Forum on Homelessness Linking Ottawa Research with Action and Policy in honour of National Housing Day. MONDAY, NOVEMBER 22, 2004 UNIVERSITY OF OTTAWA, TABARET HALL CHAPEL 75 LAURIER 9:00AM- 4:00 PM  
Free Registration

#### **FORUM PROGRAM**

9:00 – **Ottawa Research Studies: Implications for Action and Policy**

12.00 Presentations

& poster displays **PRESENTATIONS WILL INCLUDE:**

- Homeless: The Perspectives and Experiences of Adolescents in Family Shelters in

Ottawa

- 9:00 – • Promoting Social Inclusion through a Harm Reduction Approach
- 12.00 (cont) • Investigating Diversity Among the Homelessness Population: Implications for Developing Effective Housing Policies and Programs
- The Effectiveness of Occupational Therapy with People at Risk of Homelessness

12:00 – KEYNOTE SPEAKER: **Dr. Stephen Hwang**

1:00 Dr. Stephen Hwang is a respected and internationally recognized researcher in homelessness and health with the Inner City Health Research Unit at St Michaels Hospital in Toronto. He is a Professor of Medicine at the University of Toronto, general internist at St. Michael's Hospital and a staff physician at Seaton House, the largest homeless shelter in Canada.

1:00 – **A Community Consultation on Ottawa's Research Priorities Proposed Themes:**

- 4: 00pm • Youth at Risk
- Vulnerable Women
- Supportive Housing - models and best practices
- Rent Control - its impact on affordable housing
- Harm Reduction

**Participants are encouraged to register early and reserve your place by contacting Alliance Coordinator, Lynne Browne at [lbrowne@ysb.on.ca](mailto:lbrowne@ysb.on.ca). 241-7913 x 205.**

The Alliance to End Homelessness gratefully acknowledges support from the University of Ottawa and partial funding by the National Homelessness Initiative, Government of Canada.



**Noon Hour Colloquium Series at the Centre for Research on Community Services**

Our noon hour series commences in 2005 and is planned to be based thematically on youth problem prevention and positive youth development. Dates are to be determined. We will send out notices regarding this series in early 2005. If this newsletter has been forwarded to you by someone other than the Centre for Research on Community Services, please contact us to add your name to the e-mailing list and receive the information directly.

**These presentations will be of particular interest to all individuals and organizations who are concerned about how communities can support youth.**

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

**Fostering Research Connections University of Ottawa Applied Health and Social Research Network** “to catalyze new research connections and partnerships among applied health and social researchers associated with the University of Ottawa, by providing a setting in which people can meet identify researchers with shared interests, and learn from best practices methods by sharing experiences and or expertise. November 24, 2004 8:30-4:00pm Hellenic Banquet Centre

Enquiries to: Kelly C. Arcangeletti, Project Officer Élisabeth Bruyère Research Institute 43 Bruyère Street, Ottawa, ON K1N 5C8 Tel.: (613) 562-4262 x1353 Fax: (613) 562-4266 [karcange@scohs.on.ca](mailto:karcange@scohs.on.ca)

**Evaluating Community Development Initiatives** The Community Based Research Network of Ottawa and The Social Planning Council of Ottawa present a series of three peer learning sessions on Evaluating Community Development Initiatives. Peer learning is a process in which people who share a common learning need come together to share their knowledge and insights for the benefit of all. We request that participants attend all three sessions. When: Friday, October 15, 2004, 2:30 – 4:30, and Friday, October 29, 2004, 2:30 – 4:30 and Friday, November 12, 2004, 2:30 – 4:30

Where: Social Planning Council of Ottawa 280 Metcalfe Street, 5<sup>th</sup> Floor Board Room \$20.00 for all three sessions, payable at the door. Registration is limited to ten people, on a “first come, first served” basis. Facilitators: Dr. Bessa Whitmore (School of Social Work, Carleton University) and Dianne Urquhart (Social Planning Council of Ottawa). To register or for further information please contact **Ngoc Tran** at [ngoctran@spcottawa.on.ca](mailto:ngoctran@spcottawa.on.ca) or at 236-9300 ext. 306 Light refreshments provided. The venue is not wheelchair accessible.

### Behind the scenes – en arrière scène 2003.

The production of community-based research involves a lot more than is immediately apparent! Read what one small centre for research at the University of Ottawa does behind the scenes as reported in its 2003 Annual Research Report for the University of Ottawa.

Development and implementation of externally-funded research projects. As in past years, CRCS receives externally-funded research grants and contracts for a wide range of projects in the areas of community mental health, homelessness, child welfare, and youth at risk. In 2003, CRCS had 12 research projects that were located in the public or voluntary sectors from a variety of national, provincial, or local funding sources.

Strategic Plan The Centre completed an intensive strategic-planning process which led to a blueprint of recommendations for the structure, organization and development of Centre activities, both in research and operations.

Involvement of University of Ottawa faculty members. A total of 15 faculty members were involved as researchers in CRCS projects over the course of 2003. In addition, 17 researchers from other Canadian universities collaborated on Centre projects.

Knowledge transfer Research projects conducted through CRCS produced 1 edited book, 4 book chapters, 9 articles published in peer-reviewed academic journals, 10 technical reports and 28 presentations and workshops to professional and academic audiences. Tim Aubry, Director of CRCS, presented a Brief to the Standing Committee on Social Affairs, Science and Technology of the Senate of Canada on deinstitutionalization and mental health services. In addition, CRCS continued to organize periodic lunchtime colloquiums on campus. Two newsletters (spring and fall) providing updates on CRCS projects were produced in 2003 and were disseminated widely internally and externally to the University. The CRCS website was also updated with technical reports on completed research projects and made available to other researchers and practitioners and to the public at large.

Conference participation. Bob Flynn, Co-Director of CRCS, served in 2003 on the Planning Committee of the 6<sup>th</sup> International Looking After Children Conference 2004 organized by the Child Welfare League of Canada at the University of Ottawa. CRCS was one of the sponsoring organizations of the conference.

Training opportunities In 2003, 35 students from the University of Ottawa received training through research activities at CRCS. Of this group, 12 doctoral level students worked as research assistants and another 10 received supervised work experience for their internships, practicum training, or field placements. Seven students were working on their Ph.D. thesis through CRCS projects, another 2 students completed their MSW mémoire by participating in CRCS projects, and another 5 students worked towards completing their Honours' theses using data collected in CRCS studies.

CRCS Operations The efficiency and effectiveness of administrative support at CRCS contribute to the productivity, positive work environment, and high level of quality of the research. Over the course of 2003, the CRCS Management Committee developed an operations manual for ensuring smooth operations. The support staff of the Centre include the Centre Research Coordinator, project and data coordinators for individual studies, student administrative assistants, as well as volunteer support. We thank all our staff for their tremendous efforts in producing research that, we hope, makes a difference!

## **CRCS PEOPLE/PERSONNEL**

Elizabeth Hay, our former Panel Study on Homelessness Coordinator has left us for sunnier climes (San Diego to be precise). Liz has been replaced by Cristina Bonetta. Hayat Ghazal has left us for the lures of France and Ph. D. studies.

Marc-André Diotte and Nicole Handy are the Centre's new student admin assistant team members on the Work Study Program.

Nicole is a first-year student at the University of Ottawa who is majoring in History. She has worked in customer service for many years as well as having done volunteer work for the Shepherds of Good Hope and the Ottawa Police Service. She's interested primarily in European History with the hopes of someday working in Europe.

**Nicole Handy**, est une étudiante de première année à l'Université d'Ottawa qui fait les études dans l'histoire, programme co-op. Elle a travaillé dans le service de client pendant de nombreuses années et a aussi fait le travail de volontaire pour les Bergers de l'Espoir et le Service de Police d'Ottawa. Elle s'intéresse essentiellement à l'histoire européenne avec les espoirs d'un de ces jours travailler en Europe.

**Myriam Lebel**, est une coordinatrice de projet du Centre de recherche sur les services communautaires. Elle y travaille depuis près de quatre ans. Elle est présentement chargée de créer et d'implanter un système d'évaluation interne pour les services d'écoute téléphonique et le programme de bénévolat de Tel-Aide Outaouais et du Centre de détresse d'Ottawa. Myriam a complété un baccalauréat avec spécialisation en psychologie à l'Université d'Ottawa et elle y a reçu la Médaille d'argent de l'université pour son excellence académique. Myriam parlait très peu l'anglais lorsqu'elle est arrivée dans la région de la Capitale nationale, mais elle est maintenant bilingue, ce qui lui permet de travailler sur des projets de recherche réalisés dans les deux langues officielles. Quand Myriam n'est pas au CRSC, elle s'adonne à la danse latine (salsa) et à la musculation.

**Myriam Lebel**, project coordinator, has been with the Centre for almost four years. She has been working on creating and implementing an internal evaluation system for the Distress Centre and Tel-Aide Outaouais telephone crisis services. Myriam, who graduated from the University of Ottawa with Honours in Psychology, was also the recipient of a silver medal award for academic excellence.

Myriam hardly spoke English five years ago, but is now fluently bilingual. When Myriam is not hard at work, she enjoys salsa dancing and weight training.

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