



**University of Ottawa and  
the Youth Services Bureau  
Formalized Relationship**

**Feasibility Study Key Findings  
(Phase One)**

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This initiative is a joint research project between the University of Ottawa and the Ottawa Youth Services Bureau. The primary goal of this project is to develop and carry out a feasibility study that could assess the potential practicality and outcomes of a formalized relationship between the University of Ottawa and youth services within the City of Ottawa.

- What the organizations need and the opportunities they can provide one another
- Developing a better understanding of youth issues
- Better approaches to designing, implementing and assessing intervention strategies and programs
- Supporting educational, research and service activities

# About the YSB

*The Youth Services Bureau of Ottawa serves youth aged 12 and older. We focus on youth with difficulties affecting their physical and/or emotional well-being and development. We support youth in making positive health and lifestyle decisions.*

- A staff of over 350, managed by an Executive Director and Board of Directors
- Providing bilingual services to high need, high risk, low income youth and their families across the City of Ottawa.
- The YSB focuses on issues related to:
  - poverty;
  - ethnicity and race;
  - physical, sexual and emotional abuse perpetration and victimization;
  - sexual orientation;
  - life skills development, including housing, education, and employment;
  - etc



- Combined Experience: Student Engagement
- Student Researchers
- Liaison between uOttawa and the YSB
- Compiling information and analyzing
- Preparation for second phase

- Executive Director, Alex Munter
- Associate Executive Director, Jane Fjeld
- Community Services, Dan Sabourin
- Mental Health Services, Francine Gravelle
- Quality Assurance and Standards, Michael Tross
- Youth Justice Services, Gordon Boyd
- Youth Employment Services, Jeff Burry



# Key Findings

## Quality Assurance and Standards

- Opening up the library services
- Giving access to computers at the University equipped with expensive data software (SPSS)
- Student placements, detailing specific placement opportunities
- Providing staff training sessions.



- Placement potential for undergraduate as well as graduate students
- Several research opportunities importantly, research on ‘most promising practices’ for program design
- Teaching opportunities for staff development notably, in the areas of HR, leadership and business administration



- Connect Employment Services with uOttawa Career Strategies
- Guest Speakers at uOttawa and the YSB
- YSB should revisit the research project to bring high school students a job-directory.
- Assisting the YSB in breaking down existing database-silos.

# Key Findings

## Community Service and Youth Engagement

- Proceed with research opportunities for graduate students in the area of homelessness and youth
- Potential placements for undergrads, notably on the administrative side
- Training for youth through workshops and special credit courses
- Professional development through the courses to be attributed to a future degree and creation of a social service MBA program



- Opening up uOttawa research libraries
- Identified key research studies:
  - Culture of Outcomes; Marketing; Francophone Engagement; School Programs; Long-Term Client Impact Assessment; Mental Disability Trends
- Teaching day-program staff client-engagement skills

# Summary of Findings

- Opening up uOttawa's online library service to the YSB
- Assisting the YSB with database management
- Providing staff of the YSB and youth clients with training sessions and workshops on relevant topics
- Strong potential for undergraduate and graduate student placements and research studies