

In December 2012, we asked all implementa. on support service (ISS) grant recipients to complete a progress survey regarding their experiences in year one of the People Advancing Change through Evidence (PACE) program. All six pilot agencies completed the survey and provided us with important feedback that will help inform our work in coming years. We would like to share some of the results by way of this short report of key findings from the compiled responses and to present the steps that have been taken to address this feedback. This is the first year an interim progress survey has been completed for the PACE program and therefore there is no comparative data at this time.

### REFLECTING ON THE CENTRE'S SERVICES

Overall, agencies were pleased with the services provided by the Centre in year one of the PACE program. Consider survey participants' mean score on questions surrounding Centre services. Participants were asked to identify on a five-point scale (with one being not at all and five being very much) their level of agreement with the following statements:

STATEMENT	MEAN	STATEMENT	MEAN
Consultants were helpful and courteous throughout our interactions.	4.7	Information provided was comprehensive.	4.0
Our inquiries were addressed in a timely fashion.	4.0	The information and resources provided were current/up-to-date.	4.0
Consultants were knowledgeable.	4.5	Centre staff provided an appropriate response to our questions and/or needs.	4.7
Consultants were engaging throughout the interaction(s).	4.0	I found the information relevant to our work.	4.2
Information provided was in a format(s) that was clear.	4.0	The support provided will help us make a change in our practice.	4.2

---

*"We have appreciated the support and guidance from the Centre and look forward to receiving future training and resources from you"*  
—Survey respondent

---

### REFLECTING ON OUTCOMES

Respondents explained that participation in year 1 of PACE helped build organizational capacity. Specifically, they were asked to identify on a five-point scale how participation helped their organization as a whole. Refer to the top three rated responses to this question:

CATEGORY	MEAN
Developed a strong understanding of how to implement evidence-informed practices	4.5
Enhanced our plans to ensure our organization's implementation capacity is sustained and continuously growing	4.6
Enhanced our capacity to use new knowledge or evidence to improve our programs or service delivery	4.6

Two areas in which agencies may need further support include strengthening frontline staff's commitment to both becoming a learning organization and using evidence-informed practices (EIPs).

# IMPLEMENTATION SUPPORT SERVICE: PACE INTERIM SURVEY RESULTS 2011-2012

## SPINOFFS

The survey also captured some of the unplanned events arising from participation in the PACE program. The majority of agencies reported stronger team cohesion and an improvement in collaborating with other agencies. Other responses included an increased awareness of EIPs, staff collaboration at all levels of the organization and resource building.

## ENHANCING CAPACITY

Finally, we asked respondents to help us identify resources or activities from the Centre if any, that agencies will require to enhance capacity for implementing and evaluation EIPs. Comments included:

- Access to research through journals and databases
- Ongoing communication/consultations with Centre staff
- Support in evaluation and fidelity
- Connecting with trainers to build knowledge about EIPs
- Centre training for the whole agency staff
- Adding change management as a component of implementation
- Linkages with other agencies that are implementing a similar EIP
- How to put our EIP through all aspects of our agency

## NEXT STEPS

Following the survey feedback, the next steps include:

- scheduled monthly coaching calls with team leads
- developing a series of webinars on sustainability and evaluation
- developing a module on supervision to help further support our agencies.
- updating our online modules to continue to make them more interactive
- continuing to expand and improve our outreach and engagement strategies to better meet the needs of the agencies we serve
- supporting the use of a new implementation capacity checklist

## SUMMARY

Overall, it appears that PACE recipients were satisfied with the support and information provided. Although year one was a success, agencies explained that they sometimes felt challenged with competing demands and maintaining momentum. A number of strategies were offered by respondents to help overcome these challenges. These included: being flexible, having open communication on the core team, sharing the workload, adding new and energetic staff to the team, and using the Centre to support them in the process. We hope these tips will help support our next cohort of PACE agencies and others who are preparing to implement EIPs.



We are very pleased with the response to the survey and would like to thank you all for taking the time to provide us with this feedback.

About the Centre | As a leader for child and youth mental health in Ontario, we build connections, share knowledge and draw upon our expertise to enhance the skills of front line service providers. We passionately promote and share the benefits of both organizational learning and evidence-informed practices. Together with our partners, we are working to strengthen Ontario's mental health programs.