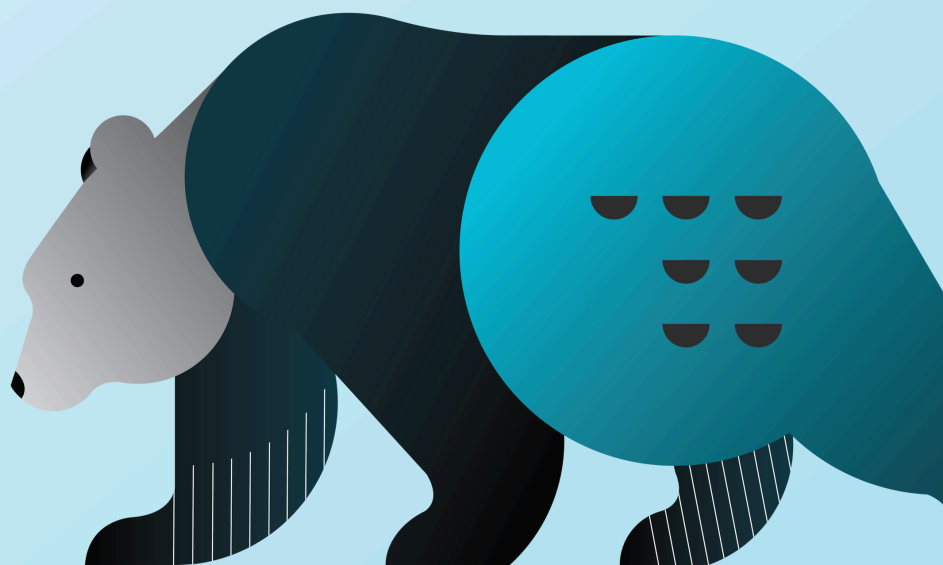


Youth Peer Support and Measurement- Based Care:

A Quick Guide for Youth Peer Support Workers

June 2025



What is Measurement Based Care (MBC)?

Here's a snapshot:

At Foundry, we strive to centre young people's voices and needs in the services we provide. We also want to make sure all service providers have the tools they need to do their best work.

To support these goals, we're beginning to introduce **Measurement-Based Care (MBC)** in Youth Peer Support (YPS) at Foundry. MBC isn't about collecting measures in Toolbox — it's about actively listening to young people and using their feedback to make our services better.

MBC is a simple but powerful practice: checking in regularly with youth through short surveys or questions to learn how they're doing, what matters to them, what's working and what's not.

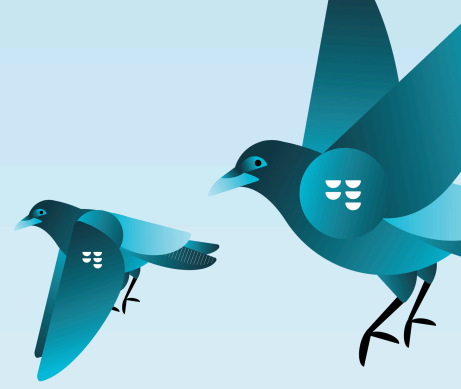
Doing this can help you better understand how youth are doing, what matters to them and how their experiences and needs may be changing over time to ensure services remain relevant and responsive throughout their health and wellness journey. It also helps youth reflect on how they're feeling and what they need.

At its core, MBC is about building stronger relationships, ensuring youth feel heard, and working together to shape the support they need.

Myth: "Measurement-based care is used to evaluate staff performance."

MBC is not a performance evaluation tool for staff or for the YPS program. It is a tool for better understanding youth's needs and perspectives to support them in reaching their goals. The feedback collected helps everyone — young people, YPSWs and other team members — to understand what is working well and where adjustments might be needed. MBC is focused on the young person's journey, not on staff performance.

Why MBC Matters



Research shows that MBC helps improve outcomes for youth, foster deeper engagement and strengthens the relationship between young people and their support team- whether clinical or peer-based.

MBC is a key strategic priority for Foundry. It reflects our commitment to delivering high-quality, youth-centred services across the network. It also:

- Helps youth express their needs and experiences
- Supports more personalized services
- Strengthens connection and trust between youth and providers
- Helps Foundry improve services and experiences across the network

How does it fit into Youth Peer Support?

When we talk about “tools” or measures in the context of MBC, we mean a wide range of resources that can be part of a YPSW’s “toolbox” to support their work and also support other Foundry service providers as they work together to provide seamless, integrated support for young people.

While these may seem formal, they are meant to support and not take away from the relational foundation of youth peer support. In fact, they can enhance the relational side of the work by creating opportunities for connection, understanding and shared decision making in peer support practice.

The relational foundation of peer support remains central. We’re adding structured ways to better support young people and YPSWs.

Myth: “Measurement-based care isn’t relational.”

MBC is designed to strengthen youth-provider relationships by encouraging open dialogue and shared understanding through tools like self-reflections and feedback forms. This can enhance trust and collaboration, keeping relationships at the centre of the work.

Health Snapshot

Toolbox includes a Health Snapshot feature, previously called the Progress Tracker, that offers a visualization of a young person's responses to the repeated measures over time. It's important to note that this is not about tracking young people — it is a visualization tool that highlights potential patterns in a young person's health and wellness journey.

YPSWs can review the Health Snapshot prior to a session to:

- Gain insight into changes in the young person's responses;
- Generate curiosity and reflection; and
- Explore which services may be most supportive.

YPSWs can also use the Health Snapshot collaboratively with the young person they are supporting. Reviewing trends together can spark meaningful dialogue, support insight, and help guide care planning in a way that's grounded in the young person's own experiences and priorities.

Measures used in YPS:



Self-Rated Health
(SRH)

Self-Rated Mental
Health (SRMH)

Brief INSPIRE-O

INSPIRE

Myth: "Measurement-based care is only about collecting data."

MBC isn't just about collecting data. It's about understanding young people's mental health, physical health and well-being over time, based on what they share. It's a way for youth and their service providers, including YPSWs, to have conversations and make decisions together. As youth's goals change over time, MBC can help recognize when goals have been met, changed or paused. This information is used to tailor support that respects each youth's unique needs and choices throughout their journey. Any data collected can also show patterns that help to improve services in the community, but that's a secondary benefit.

Self-Rated Health (SRH) and Self-Rated Mental Health (SRMH)	
Provides self-reflection about how a young person views their own health and mental health at a given moment with two direct simple questions.	
What does it measure?	<ul style="list-style-type: none"> Physical Health – e.g., energy, sleep, nutrition, body wellness Mental Health – e.g., mood, stress, coping, emotional wellbeing
Scale	<ul style="list-style-type: none"> 5-point scale: Poor, Fair, Good, Very Good, Excellent
When to use it?	<ul style="list-style-type: none"> First Visit – Helps establish a general wellness baseline Ongoing – Once weekly (if not already completed through other services) Optional – Use again within a week if youth is unclear on where they need support
Why it matters?	<ul style="list-style-type: none"> Offers a snapshot of how youth feel about their health and mental health helping to track trends CHIME, supporting conversations when using with the Brief INPSIRE-O
Special Considerations	These tools may be used by other services – check Toolbox before asking youth to complete them again within the same week
Not used when	Groups, general centre support, general and unstructured supports in the community, navigation and potential capacity of young person accessing services
Brief INPSIRE-O (Self-reflection form)	
A 5-item self-reflection tool aligned with the CHIME domains (Connectedness, Hope, Identity, Meaning, Empowerment). Helps youth reflect on their wellness journey and track change over time.	
What does it measure?	<ul style="list-style-type: none"> Feeling supported (Connectedness) Hope for the future (Hope) Self-worth (Identify) Engagement with meaningful activities (Meaning) Sense of control (Empowerment) +2 additional questions: feeling connected to others and confidence in seeking support
Scale	<ul style="list-style-type: none"> 5-point scale: “Not at all” to “Very much”
When to use it?	<ul style="list-style-type: none"> First Visit: establish baseline Ongoing: every visit unless you have completed the measure already within the same week. Transitions: Key life moments or service changes Optional: if youth visits more than once per week and is unsure where to focus
Why it matters?	Supports reflection, shows changes overtime, conversation starter about life, strengths and support needed. Helps YPSW navigate next steps.
Special Considerations	Use as a reflection tool, not an assessment; responses may fluctuate and should be explored with curiosity and consent.
Not used when	Groups, general centre support, general and unstructured supports in the community, navigation and potential capacity of young person accessing services
Inspire (Feedback form)	
A flexible, 20-item self-reflection and feedback tool based on the CHIME framework. Youth reflect on their overall experience with YPS, choosing only the questions that feel relevant to their journey.	
What does it measure?	Young people’s experiences of YPS as a service connected to CHIME-aligned domains like: <ul style="list-style-type: none"> Feeling part of my community Feeling motivated to make changes Understanding my mental health experiences
Scale	<ul style="list-style-type: none"> 5-point scale: “Not at all” (1) to “Very much” (5)
When to use it?	<ul style="list-style-type: none"> Pushed every 60 days – Captures broader reflections on youth’s YPS experience Optional Use – Can be sent anytime from Toolbox if more clarity is needed to guide support
Why it matters?	<ul style="list-style-type: none"> Helps YPSWs understand what’s working for youth Highlights areas for future focus or unmet needs Encourages youth-led reflection and agency in their care
Special Considerations	<ul style="list-style-type: none"> Youth are not expected to answer all 20 questions—only the ones that align with their experience “Not at all” may simply mean that topic hasn’t come up in sessions yet—not a negative rating
	<ul style="list-style-type: none"> Remind youth that they are not rating their own life and domains, but how they feel about the support they have received from YPS.
Not used when	Groups, general centre support, general and unstructured supports in the community, navigation and potential capacity of young person accessing services

Explaining the Measures

Self-Rated Health and Mental Health

“The self-rated health and mental health are how to view your health and mental health- there is no right or wrong, and it gives me insight into how you feel about these areas of your life.”

Follow-Up: “Thank you for your insight into how you view your own health and mental health in this moment.”

Brief INSPIRE-O

“Brief INSPIRE-O is a short check-in about how you’re feeling about different areas of your life. It focuses on things like hope, connection, and meaning in your life. You can complete this on your own, or I can also support you.”

Follow-Up: “It’s really valuable to hear your thoughts on these areas. If there’s something specific you’d like to build on, we can focus on that today or in future sessions.”

INSPIRE:

“We use a tool called INSPIRE to check in on how well I’m supporting you in areas that matter to you. It helps me understand how we’re doing and if there are ways we can improve. There’s no pressure—just share what feels comfortable.” 1. Brief INSPIRE-O

Follow-Up on Responses: “Thank you for your honesty—your feedback is really helpful. Let me know if there’s something we can adjust to make this more meaningful for you.”

Health Snapshot

“We use a visualization tool , called a Health Snapshot, it isn’t about tracking you, but it helps us see the responses you provide and can help us see patterns overtime.”

Follow-Up: “I took a look at your Health Snapshot - Let’s take a moment to reflect on what I learned from it and see how you interpret it? What do you feel were the key takeaways? This tracker helps us both see the patterns in your life based on your own perspective and support us in planning together.”

Myth: “Measurement-based care tools are standardized and inflexible.”

Some MBC tools may be standardized, but many are designed to be flexible and youth-centred and can be adapted to meet the unique needs of each young person. At Foundry, existing measures were co-selected by YPSWs from across the network who have similar goals and experiences to the youth who access YPS. These forms were carefully chosen to reflect the core values of peer support, ensuring they enhance connection, collaboration and the relational focus that is central to the role. Further, the INSPIRE and Brief INSPIRE-O were co-created from input from community-based service users, mental health professionals and researchers in the United Kingdom.

Supporting Collaborative Conversations

When used in an integrated and relational way, the self-reflection and feedback forms can highlight priorities for a session in a collaborative way. They also support dialogue that directly incorporates youth perspective.

Opening a Session

Welcome and Check-In: “Hey [Name], welcome thanks for coming in. Is this the first time you’re accessing a Foundry centre? [share confidentiality info if needed]. Are you familiar with peer support or would you like me to give you a sense of what my role is?”

Before we start, I would like to introduce you to a couple of self-assessment and feedback forms we use that can help guide out time together.....

Introducing the Session Focus: “I appreciate you filling out the form, helps me get some insight”. Do you feel like there is something pressing you’d like to talk about or focus on today or would you like me to help guide what we can talk about based on the form you filled out. Whatever feels more helpful.”

Using INSPIRE: “We also check in time to time to make sure the peer support space feels helpful and supportive for you. You can self-select just the areas feel the most important to you For example you could choose, how supported do you feel in your dreams and hopes for the future. You can just pick from ‘not at all’ to ‘very much.’” - this helps us know how to best support you.

During Session

Mid-Session Check-In: “Are we still focusing on what feels most important to you today? Is there anything you’d like to shift or add to our conversation?”

Validating Progress: “It sounds like you’ve been making some progress with [specific goal/area]. That’s really great to hear! How are you feeling about where you are with it?”

If a youth does not feel supported: “Thank you for your feedback on the Inspire, it helps me understand an area that’s important to you. I appreciate you giving the feedback. I saw that you put down that you don’t feel supported in making your own decisions – Tell me more about that, how do you think I could be more helpful.

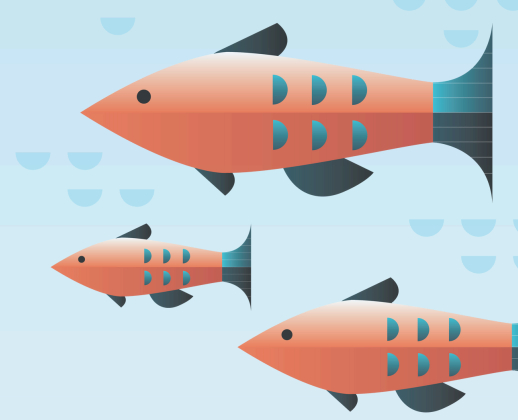
Closing a session

Summary: “Today, we talked about [specific topics/goals]. How do you feel about what we covered? Did we get to what you wanted to focus on?”

Feedback Request: “I really value your input. What felt most helpful about today’s session? Is there anything we could improve or do differently next time?”

Next Steps: “Based on today’s session, what feels like the next step for you? Would you like to continue working on this next time, or focus on something new?”

Practice Scenario 1



“The Invisible Struggles”

Alex, a compassionate YPSW with one year of experience, is meeting Jade, a 17-year-old youth seeking support for anxiety and school difficulties, for their second session. Before the session, Jade completes the Brief INSPIRE-O, based on the CHIME framework, rating her connectedness, hope, identity, meaning and empowerment. When Alex reviews her responses in Toolbox, he notices that Jade rated feeling “not at all” in control of her life, and she rated her sense of feeling supported by others and hope and dreams for the future as “somewhat.”

During the session, Alex **uses the information to guide their conversation**. Instead of starting broadly, Alex says, “I saw you mentioned that you do not feel in control of your life at all — do you want to start there and talk about what’s been making you feel that way?” Jade nods and starts describing how overwhelming school and homework feel, along with how falling behind is making her feel anxious and isolated.

Alex listens and validates her experience, saying, “That sounds like a lot to carry. It makes sense that school is affecting your life so much. I’m curious if that is connected to not feeling supported by others and maybe impacts your hopes and dreams for the future?” Jade nods and explains how much pressure she feels, but if she is falling behind, how can she succeed?

Using the self-reflection and feedback forms, Alex is able to gently **guide the conversation into areas Jade has identified as most important**, helping her feel understood. Jade starts to open up about her worries and shares that she feels like she’s letting people down, including herself. Alex reassures her that it’s okay to feel this way and explores small steps to help her feel more in control, like breaking tasks into smaller goals and identifying one trusted person she can reach out to for support.

Both Jade and Alex leave the session feeling more connected. Jade feels heard and like her struggles are being taken seriously, while Alex feels more confident that he was able to address her needs in a meaningful way.

Practice Scenario 2

“The Group Caretaker”

Sam is a 21-year-old working in the construction industry. Before their first session with a YPSW, Sam is introduced to YPS and the self-reflection and feedback forms. Keira, the YPSW who will be supporting Sam, reviews Sam’s responses in Toolbox before meeting with them. Keira notices that **Sam rated their SRMH as low**, and on the Brief INSPIRE-O, they indicated that they are not feeling good about themselves.

As Keira starts the session, she acknowledges the time that Sam took to complete the self-reflection and feedback forms. “Thanks for filling those out, Sam. It’s really helpful for me to have some insight into how you are feeling about different areas of your life. I noticed that you mentioned your mental health is low and that you aren’t feeling good about yourself. Would you like to talk about that or is there something more pressing you would like to focus on today?”

Sam shakes their head no. “I want to talk about my friends. We have been hanging out and like, we do stuff, you know, but I feel like I have to slow down and always watch out for my friends ...” Sam trails off, not knowing where to go. Keira, attuning to Sam, can feel their urgency in talking about the immediate problem.

Keira pauses the conversation about the measures Sam completed and instead addresses Sam’s immediate concerns. “That sounds like a lot of responsibility to carry, Sam. I can tell you care a lot about your friends.” Sam nods and then continues to explain to Keira that he is worried that something will happen to them. Keira and Sam talk through their concerns, problem-solve and explore ways Sam can support their friends while also taking care of themselves.

At the end of the session, **Keira loops the conversation back to the measures Keira completed**. “Sam, we didn’t get to chat about your mental health and not feeling good about yourself, but I am wondering how you feel about today’s session?”

Sam pauses. “I felt like I was failing my friends and the heaviness of feeling responsible for them — maybe that why I was feeling that way.” Keira wraps up the session with Sam, explaining their options for support moving forward and how to access those supports if they are interested.

