



ASSEMBLY OF SEVEN  
GENERATIONS

# Indigenous Youth Services **Evaluation Overview**



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## HOW WE GOT HERE

Since the creation of the Royal Commission on Aboriginal Peoples (RCAP) Report in 1996, training for Canadians about Indigenous Peoples, cultures and issues has increased as Canadians have begun to make right relations with Indigenous communities. An additional peak in cultural safety and anti-oppression training began after the release of the Truth and Reconciliation Commission's (TRC) *Final Report and Calls to Action in 2015*, for Canadians to reconcile the harm caused by residential schools.

Many reports have offered guidance to Canadians with how to improve relationships with Indigenous communities and a major focus has always been on Indigenous youth. Many have said that “youth are the future”. Canadians have been made aware of high rates of suicide and struggles Indigenous youth have and continue to face, however very little has changed since 1996 (24 years ago) to improve the lives of Indigenous youth.

This evaluation was created by Indigenous youth to hold organizations and institutions that serve Indigenous youth accountable and help turn competency training into action.

This evaluation comes from years of calls to action and recommendations by Indigenous youth and their allies, such as the *Roadmap on TRC Call to Action 66*<sup>1</sup> (IYV), the *Learning Community on Reconciliation Report*<sup>2</sup> (Children's Welfare League of Canada), and the *Mapping Indigenous Youth Services Report*<sup>3</sup> (Assembly of Seven Generations). Many of these reports were led and driven by Indigenous youth themselves, demonstrating the real commitments to implement Indigenous people carry. The numerous contributors within the research will see the recommendations put into action.

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1 <https://static1.squarespace.com/static/599307a5f5e231b361442225/t/5c675b67e79c705013d3a8ae/1550277485617/FINAL+%282%29-+Indigenous+Youth+Voices+++Roadmap+to+TRC+66+-+Compressed.pdf>

2 [https://www.a7g.ca/uploads/9/9/9/1/99918202/mapping\\_indigenous\\_youth\\_services\\_a7g\\_-\\_final\\_.pdf](https://www.a7g.ca/uploads/9/9/9/1/99918202/mapping_indigenous_youth_services_a7g_-_final_.pdf)

3 <https://www.cwlc.ca/learningcommunity-on-reconciliation>

Here are some of the reports mentioned:

*The Search for Belonging: Perspectives of Youth*<sup>4</sup>

*Truth and Reconciliation Commission of Canada: Calls to Action*<sup>5</sup>

*Indigenous Youth Voices: A Way Forward in Conducting Research With and by Indigenous Youth*<sup>6</sup>

*Mapping Indigenous Youth Services: Ottawa*<sup>7</sup>

## THE PURPOSE

The Indigenous Youth Services Evaluation will be used as an accountability mechanism to guide Indigenous youth to provide feedback on youth-serving organizations. Youth-serving organizations' feedback will be on areas to improve in having relationships with Indigenous communities, and how to address gaps in services. The Evaluation will be used to gauge how well an organization, company or service provider meets the needs of Indigenous youth ethically and authentically.

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4 <http://caid.ca/RRCAP4.4.pdf>

5 [http://trc.ca/assets/pdf/Calls\\_to\\_Action\\_English2.pdf](http://trc.ca/assets/pdf/Calls_to_Action_English2.pdf)

6 [https://fncaringociety.com/sites/default/files/indigenous\\_youth\\_voices\\_a\\_way\\_forward\\_in\\_conducting\\_research\\_with\\_and\\_by\\_indigenous\\_youth.pdf](https://fncaringociety.com/sites/default/files/indigenous_youth_voices_a_way_forward_in_conducting_research_with_and_by_indigenous_youth.pdf)

7 [https://www.a7g.ca/uploads/9/9/9/1/99918202/mapping\\_indigenous\\_youth\\_services\\_a7g\\_-\\_final\\_.pdf](https://www.a7g.ca/uploads/9/9/9/1/99918202/mapping_indigenous_youth_services_a7g_-_final_.pdf)

## WORDS YOU SHOULD KNOW (AKA THE GLOSSARY)

**2SLGBTQ+** Two Spirit, Lesbian, Gay, Bisexual, Transgender, Queer +

**AAVE** (Black English) – African-American Vernacular English (AAVE, /'ɑ:veɪ, 'æv/), referred to also as Black Vernacular, Black English Vernacular (BEV), Black Vernacular English (BVE), colloquially as Ebonics (a controversial term), or simply as Black English (BE), is the variety of English natively spoken, particularly in urban communities, by most working- and middle-class African Americans and some Black Canadians.<sup>8</sup>

**BIPOC** Black people, Indigenous people, and other people of colour. (B.I.P.O.C.)

**BOD (Board of Directors)** Refers to an elected governing body of individuals who typically oversee legal affairs and finances of an organization or company. Each organization or business will have specific by-laws and terms of reference that the board of directors will adhere to.

**Cultural safety** BIPOC have identity-specific needs met and are free from being violated

**Decision making** Adequate opportunity for Indigenous youth to be consulted and to consent to what affects Indigenous youth

**Holistic** Consideration of someone or something in its entirety: mentally, physically, spiritually, emotionally, socially, and beyond. Holistic approaches center traditional Indigenous cultural knowledges.

**Rez accent** A rez accent refers to an accent that an Indigenous person may have. Having a rez accent isn't necessarily localized to a reserve, someone who grew up in a city might also have a rez accent. Typically, language speakers often have thicker rez accents.. A rez accent can also refer to how

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<sup>8</sup> [https://en.wikipedia.org/wiki/African-American\\_Vernacular\\_English](https://en.wikipedia.org/wiki/African-American_Vernacular_English)

someone puts together a sentence that resembles the sentence structures within Indigenous languages. Additionally, someone may have a rez accent that doesn't necessarily speak their traditional Indigenous language.

**Two Spirit** A modern, pan-Indigenous umbrella term used by some people Indigenous to North America for their identity in terms of gender & sexuality, and traditional cultural roles. The term “two-spirit” was created by Albert McLeod who proposed its use during the Third Annual Inter-tribal Native American, First Nations, Gay and Lesbian American Conference, held in Winnipeg in 1990. The term is a translation of the Anishinaabemowin term *niizh manidoowag*, two spirits.

# WHAT AN EVALUATION WILL LOOK LIKE

## Who?

### *Assembly of Seven Generations (A7G)*

A7G is a youth-led, youth-driven Indigenous non-profit organization that provides services and advocacy for Indigenous youth, specifically in the Ottawa area, while working alongside Elders and knowledge keepers, through land-based experiences.

A7G will act as a supporting organization for Youth Evaluators by providing administrative support and correspondence prior to evaluations.

### *Children's Welfare League of Canada (CWLC)*

Established in 1994, CWLC is a national, membership-based charitable organization dedicated to promoting the safety and well-being of young people and their families, especially those who are vulnerable and marginalized. The CWLC advocate for and promote legislation, policy, research, programs, and services that address the underlying causes of precariousness and trauma. The CWLC convene leaders, organizations, researchers, governments, and people with lived experience to learn and improve our practices.

### *Indigenous Youth Think Tank*

A7G will help develop the initial toolkit with help from an Indigenous Youth Think Tank. The Think Tank will advise on critical elements of the Evaluation such as how Indigenous youth should be trained to evaluate, questions to ask youth-serving organizations, and red flags to consider regarding youth-serving organizations' performance. Members of the Think Tank are also welcome to become Evaluators.

Youth Evaluators can rely on and seek feedback from the Youth Think Tank and A7G when in need.

The Think Tank will also act as a mediator if Youth Evaluators cannot come to a consensus on a Final Review of an Evaluation or if the organization that is being evaluated contested the analysis of the Youth Evaluators.

### ***Indigenous Youth Evaluators***

It will be important to check in with Youth Evaluators before taking on this work. Evaluations may be time consuming, overwhelming, triggering and require a specific skill set. See Youth Evaluator Requirements on page 12 for more details.

Indigenous Youth Evaluators will be trained prior to beginning an evaluation. Evaluators will need to be skilled in data collection and research among other things. An important part of the Evaluation will be the Intake Assessment and Individual Interviews. Evaluators will need to be able to collect as much relevant information during these meetings as possible, as the Review will be dependent on this information.

Training for Youth Evaluators will include: review of the evaluation process, report writing, how to conduct interviews, time management, role playing, and more. See the *Indigenous Youth Services Toolkit* for more details.

## **How?**

### ***An Indigenous Youth Evaluation Toolkit***

Youth Evaluators A step-by-step guide and resource on how Indigenous youth can evaluate the effectiveness, authenticity and engagement an organization has with Indigenous youth. Youth Evaluators will be invited into organizations to evaluate. Each evaluation will be rated on how well the organization meets the 5 pillars of the Touchstones of Hope (Caring Society): Self-Determination, Non-Discrimination, Holistic Approaches, Structural Interventions, and Culture and Language.

This evaluation will involve speaking to board members, senior staff, frontline staff, and Indigenous youth who are employed, contracted, and/or clients of the organization, as well as Indigenous youth alumni. The toolkit will



include a series of interview questions Indigenous Youth Evaluators may ask and before-and-after questionnaires for staff. After all interviews and surveys are collected and analyzed, Indigenous Youth Evaluators will provide the organization with its feedback and provide the organization with a Work Plan.

## **Steps of an Evaluation**

Timelines may be adapted based on the needs of Youth Evaluators for each organization's case, however the steps and process will remain the same.

### ***Step 1: Correspondence with A7G***

Setup timeline, rates, and first meeting between organization and Youth Evaluators.

### ***Step 2: Prep Work***

Prepare Google drives, folders, and calendar for the organization as well as research public information about the organization.

### ***Step 3: Initial Meeting with Organization***

Indigenous Youth Evaluators meet with the organization and go through Intake Assessment Questions. Identify current needs and the organization's work; request internal information such as Board of Directors (BOD), executive staff, frontline staff, especially Indigenous youth currently or previously involved, and Indigenous staff.

Please note: there may be some information the Youth Evaluators will not be privy to such as that under Non-Disclosure Agreement and/or underage individuals, etc.

### ***Step 4: Interview Phase with staff, clients and BOD***

Indigenous Youth Evaluators select BOD, staff, Indigenous youth, etc. for individual interviews. Though the selection process will be initially random, Indigenous people will be prioritized for interviewing. Youth Evaluators will use the Interview Phase Questions.

Youth Evaluators will sign Confidentiality Waivers regarding all information and data collected from interviewees during this phase to allow for interviewees to feel more comfortable sharing openly.

### ***Step 5: Individual Review of Data***

Indigenous Youth Evaluators analyze information from intake and interviews using the Individual Review Guide.

### ***Step 6: Final Review of Data***

Youth Evaluators review all data collected, special consideration paid to the Individual Review Guide to develop the final evaluation.

### ***Step 7: Final Report Writing and Evaluation***

Youth Evaluators write a final evaluation for the organization using the Final Report Writing Template using the final evaluation as well as outlining Best Practises, Areas of Improvement, Notable Moments and Recommendations.

### ***Step 8: Delivery of Final Evaluation***

Youth Evaluators will meet with the organization to deliver and review the final report. At this meeting, Youth Evaluators will set up a meeting to work with the organization on a Work Plan. It is recommended that the organization create a working group, task force or designate several employees or volunteers that will work on the Work Plan for the organization.

### ***Step 9: Work Plan***

Youth Advisors will meet with the organizations working group or task force to create a Work Plan to support the organization on path to better serve Indigenous youth.

### ***Step 10: Follow-up (if applicable)***

Plans may be created for future engagement if members/associates of the organization wish to continue working with A7G and the Youth Evaluators. It is recommended that an organization do an evaluation every year.

## **Benefits and Follow-up from an Evaluation**

A7G would like to highlight and showcase best practices and youth-serving organizations with good evaluations. Organizations with high ranking evaluations will be listed on the A7G website as well as on A7G social media. Organizations with high rankings will be listed as Indigenous youth-friendly organizations and will be recommended for Indigenous youth to use.

Organizations with high ranking will also be working to contribute to the following Truth and Reconciliation (TRC) Calls to Action and The Final Report of the National Inquiry Into Murdered and Missing Indigenous Women and Girls:

1. TRC Calls to Action 1, 2, 13, 22, 43, 45, 47, 57, 66, and 92 plus any specific Calls to Action that apply to the organization or business
2. The Final Report of the National Inquiry Into MMIWG Calls to Justice 6, 7, 12, and 15 plus any specific Calls to Justice that apply to the organization or business

## **Cost**

Youth Evaluators are required to work in teams of 2 or more. The rate for evaluations should be based on time commitment and size of the organization asking for an evaluation. Evaluation rates can range from \$2,500 to \$15,000 depending on the length and depth of work. A percentage is needed for A7G and community care.

The formula to calculate the cost of an evaluation will be based on the following:

	Organization With 1–10 Members <sup>1</sup>	Organization With 11–20 Members <sup>1</sup>	Organization With 21–40 Members <sup>1</sup>
<b>Intake Assessment</b>		10 hours	
<b>Individual Interviews</b>	Each interview will take about 5 hours to complete (setup, interview and follow-up) <sup>2</sup>		
	3–5 interviews	6–10 interviews	12–25 interviews
<b>First Review of Data and Information</b>		10 hours	
<b>Final Review of Data and Information</b>		10 hours	
<b>Delivery of Evaluation</b>		10 hours	
<b>Feedback and Workplan<sup>3</sup></b>		20 hours	
<b>Youth Evaluator Rate</b>		\$65/hour for non-profits	
<b>Administration Fee for A7G</b>		15% of total	

1 Staff, BOD, Clients, etc.

2 **Example:** Individual Interview phase of an organization with 20 members will be  $5 \times 10 = 50$  hours (1.5 weeks)

3 **Example:** Total hours for a 20 member organization – 110 hours per Evaluator

## YOUTH EVALUATOR REQUIREMENTS

Youth evaluators will be required to have their own confidentiality paperwork.

A Youth Evaluator will require a certain amount of skill and expertise. Some training will be offered to improve skills needed to be a Youth Evaluator but the following is a list of requirements A7G will look for upon hiring Youth Evaluators:

- ▼ must be 18–30 years old;
- ▼ must be Indigenous (Inuit, First Nation, and/or Métis);
- ▼ must be professional and diplomatic;
- ▼ must be open to receiving criticism and information that may be controversial;
- ▼ must be self-motivated and be able to work independently;
- ▼ must be able to work in a team/group;
- ▼ must have social skills and be personable;
- ▼ must be able or interested in learning to do research and report writing;
- ▼ must have a decent amount of experience with anti-oppression and anti-racism work; and
- ▼ must be trained/experienced and/or willing to be trained in trauma-informed care.

Priority to women, Two-Spirit, transgender and non-binary folx will be given. Priority will be given to Indigenous youth already involved in the local community.

## **Youth Evaluator Training**

- ↘ All Youth Evaluators will undertake the following trainings:
- ↘ Conflict Resolution Training
- ↘ Research and Writing Skills
- ↘ Anti-Bias and Anti-Oppression Training
- ↘ Interviewing Skills
- ↘ Values and Attitudes Training
- ↘ Google Sheets, Forms, Drive and Docs Training

# YOUTH EVALUATOR CONFIDENTIALITY STATEMENT

I, \_\_\_\_\_ (youth evaluator), would like any and all information provided in the interview conducted with \_\_\_\_\_ (interviewee) on \_\_\_\_\_ of \_\_\_\_\_, \_\_\_\_\_ to remain confidential.

The interviewee shall be assured that the information provided in this interview is secure and maintained in a confidential manner.

The Youth Evaluators understand that they have a legal, moral, and ethical duty not to violate this right.

Furthermore, I understand that this Confidentiality Statement prohibits me from discussing confidential or proprietary information with any person not authorized to receive such information, including members of my family or any other individual, except those who have authority to receive such information.

Confidential information includes but is not limited to all information and records or copies of records relating to an individual's employment history, volunteering history, pay grade, letters of acceptance or employment, volunteer hours, program involvement, case studies, sign-in sheets, budgets, etc.

I understand that the Youth Evaluators may authorize release or disclosure of confidential information in certain circumstances. However, release or disclosure of any confidential or proprietary information shall be in accordance with federal and state laws and regulations.

I understand that breach of any of the provisions contained herein shall result in disciplinary action and could be grounds for immediate termination of the Youth Evaluators involved.

By signing below, I acknowledge that I have read and understand this Confidentiality Statement as it applies to me.

Print Name \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature \_\_\_\_\_