



What do Coordinators think?

The Parenting Sense of Competence – Revised (PSOC-R)₁ scale was introduced as part of the initial assessment for Urgent Response Service (URS) in October 2024. Initial completion among the coordinators were limited, with fewer than 40 complete datasets available at the time of our first analysis in Spring 2025.

Following targeted education and modeling for URS Coordinators, we observed a significant increase in engagement and use of the tool. While implementation is still in its early stages, we recognize ongoing opportunities to better support coordinators and to further integrate the PSOC-R into clinical practice, including its use with service users and within the multi-disciplinary team.

To deepen our understanding of current implementation, we sought feedback from URS Coordinators regarding their experiences administering the PSOC-R to families during both pre and post service. We aimed to capture their insights and perspectives which are summarized here for your consideration.

We asked four questions:

Question 1 | In your experience, what important information/themes about caregivers or their experiences is not reflected in the PSOC-R scale results, but is shared with you while administering the survey (e.g., strengths, stressors, emotional responses, contextual factors, etc.)?

Question 2 | How comfortable do you feel distributing and discussing the PSOC-R with caregivers? What factors influence your level of comfort?

Question 3 | How do caregivers typically respond while completing the PSOC-R at pre-service (e.g., reflective, defensive, empowered, discouraged, etc.)?

Question 4 | How do caregivers typically respond while completing the PSOC-R at post-service (e.g., reflective, defensive, empowered, discouraged, etc.)?



Summary of URS Coordinator Feedback on the PSOC-R

The data suggests that the value of the PSOC-R lies not only in the scores themselves, but in how the tool is delivered and experienced within service. While it captures important information about caregiver confidence and stress, coordinators noted that it does not fully reflect the broader context of families' lived experiences. Responses are often influenced by factors such as current stress levels, emotional state, recent life events, the youth's behaviour, and previous service involvement.

Coordinators shared that caregivers are more comfortable and engaged when the PSOC-R is introduced as a routine part of service and when its purpose is clearly explained as supportive and non-judgmental. Although some caregivers may initially feel unsure or overwhelmed, many engage in meaningful reflection, with post-service responses often feeling more relaxed and, at times, empowering—particularly when caregivers can look back on their initial responses and recognize growth over time.

To strengthen both service delivery and research, coordinators highlighted the importance of briefly capturing key contextual factors (narrative data) alongside PSOC-R results and using the tool as an opportunity for reflection and conversation with caregiver. These practices can help deepen understanding of pre- and post-service outcomes and reinforce the importance of actively engaging caregivers as partners in service.

These insights support our ongoing research and understanding, demonstrating that when caregivers are meaningfully engaged and supported, Parent Mediated Interventions are more likely to lead to positive outcomes.

1. Gilmore, L., & Cuskelly, M., (2024). The Parenting Sense of Competence scale: Updating a classic. *Child: Care, Health and Development*, 50(1), e13173. <https://doi.org/10.1111/cch.13171>.

