

# 2017 Program Report Card: Runaway and Homeless Youth Program



**Achieving Youth Results (AYR) Goal:**  
Our community will provide children, youth, and families with healthy, safe, and thriving environments.

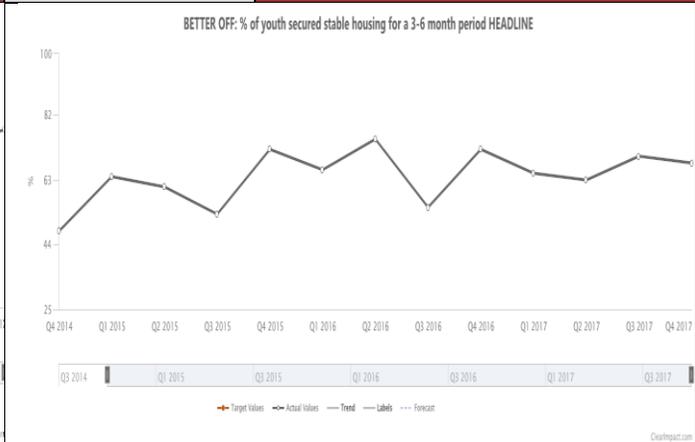
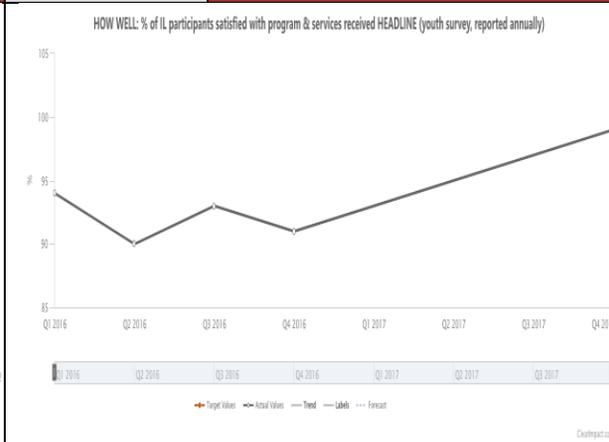
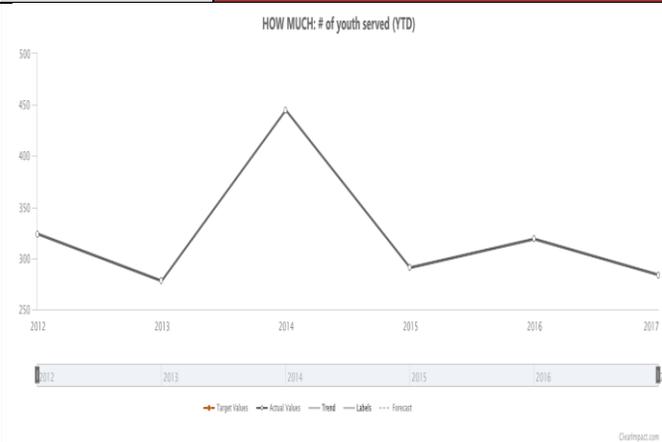
**Program:** Youth Outreach  
**Agency:** Learning Web

**CLIENTS:**  
Youth between the ages of 16-24

**PARTNERS:**  
STEHP, Rescue Mission, DSS, Human Services Coalition, Catholic Charities, Tompkins Community Action, Family & Children, TP3, Workforce NY, GIAC and Southside

## RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

<b>HOW MUCH:</b>	<b>284 youth</b>	<b>HOW WELL:</b>	<b>99%</b>	<b>BETTER OFF:</b>	<b>68%</b>
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## THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** - The extreme variability in our youth served since 2012 is misleading and due to different methods of counting youth served. From 2012-2014 we counted our “Outreach Only” youth and attempted to unduplicate numbers as best we could. Starting in 2015, we were able to create a system on our agency database that makes it simpler and more accurate in terms of un-duplicating drop-in numbers. However, given that youth stopping by the office to use the drop-in area can arrive throughout the day, it will never be a perfect count.

**GRAPH 2: % of IL participants satisfied with program & services received (Youth survey, reported annually)** - The graph fluctuates by a couple of points between years but remains in the 90<sup>th</sup> percentile—indicating high satisfaction with services and staff. The differences are really a result of the sample numbers. We generally collect around 100-120 surveys and if that number shifts a bit, it can alter the percentage by a couple of points.

**GRAPH 3: % of youth secured stabled housing for a 3-6 month period.** - Factors supporting progress: Excellent staff, the TLP housing offers intensive support. Factors restricting progress: No county youth shelter, limited TLP apartments, staff turnover, lack of financial resources for youth in housing

## AGENCY ACTION PLAN TO "TURN THE CURVE"

### 2018 Action Plan

#### HOW MUCH

- Replace computers in the Youth Outreach office Drop-in center- the current computers are out-of-date and have limited use to participants. Upgrading the hardware would enhance the resources available to youth and encourage more youth to engage in the intensive IL program.
- Begin serving a meal for youth at the YO office's drop-in center.
- Increase attracting and retaining good staff- Increase salaries, benefits, resources to support staff stress ( such as Employee Assistance program, gym membership etc); team building activities such as the ropes course.

#### HOW WELL

- Develop partnerships with local grocery stores/ bakeries to see if they would consistently donate food to YO.
- When fully staffed, develop ongoing recreational activities that include physical and non-physical options. Investigate if fitness centers would give passes to a staff/participant pair to use the facilities.
- Continue to add to the number of employers who will do apprenticeship to hire arrangements with Youth Outreach.

#### BETTER OFF

- Learning Web and Tompkins Community Action (TCAction) collaborate on TCAction's new youth homeless housing project, Amici House with the Learning Web providing case management and life skills training and TCAction providing the facility and facility management.
- Offer Home keeping workshops to YO non-resident participants.
- Tangible rewards for non-resident Youth Outreach participants to entice them to attend workshops that build skills to maintain housing (i.e. landlord/tenant relations, roommate/neighbor relations, maintenance, reporting maintenance issues to your landlord, etc.). It often takes very concrete rewards to draw a youth to work on these skills. A gift certificate for household items, food, or home decoration would be attractive to many non-residents who could benefit from this home keeping information.

### 2017 Action Plan & Status

#### HOW MUCH

- Stabilize the method of counting youth for reporting purposes. Stabilize the age range to be included. **↑ Accomplished**
- Train staff to be more consistent in recording Drop-In Youth. **↑ Accomplished**
- Devise a more effective way to know if all Drop-in youth are being counted. **↑ Accomplished**
- Engage more employers to consider a try-out job for YO youth. **↑ Accomplished**
- Engage new entry level apprenticeship sites that could help youth with very limited employment skills develop their ability to obtain an entry level unsubsidized job. **↑ Accomplished**
- Continue to do staff training around best practices in working with homeless youth. **↑ Accomplished**

#### HOW WELL (new HEADLINE measure, no previous Action Plan)

#### BETTER OFF

- Increase funding for the TLP program to cover the costs of upgrading the units we rent to meet certification. We were awarded a grant from a local foundation to cover the costs of certification and inspection of the apartments which has improved their condition. This is one year only funding and we must continue to seek funds in the future. **↑ Accomplished**
- Our Education & Employment Case Manager will recruit additional bigger employers to accept YO apprentices as a try-out for unsubsidized employment. due to an unfilled staff position, we had to shift some of the workload. **↓ Not Accomplished**
- Undertake using the Coordinated Assessment process beginning Jan 1 2017. The Learning Web has played a lead role in developing the Youth Vulnerability Tool and scoring matrix for the CAT. We are members of the Coordinated Assessment Team and as such have intensive involvement in creating policy and procedures for the CAT. All participants at Youth Outreach are invited to complete the CAT assessment tool and all youth who apply for supported housing are referred to the community wait list. When we have openings in our housing program, we exclusively pull from the CAT list to fill the vacancy. **↑ Accomplished**