



## 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:** Open Doors  
**Agency:** Family and Children's Services

**CLIENTS:**  
Young people up to age 21, who are homeless or at risk of being homeless

**PARTNERS:**  
Parents/ caregivers, schools, job training programs, mental & physical health providers, youth, hospital & emergency room staff, law enforcement, Learning Web Youth Outreach.

### RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

**HOW MUCH:**

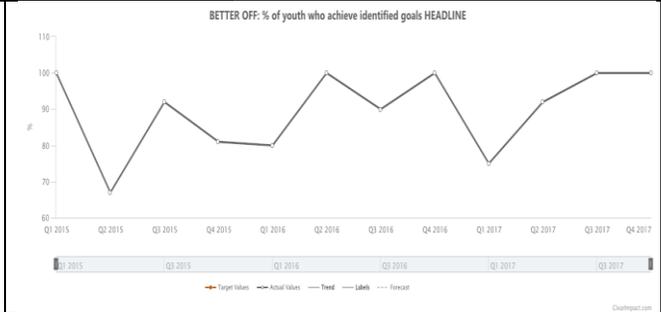
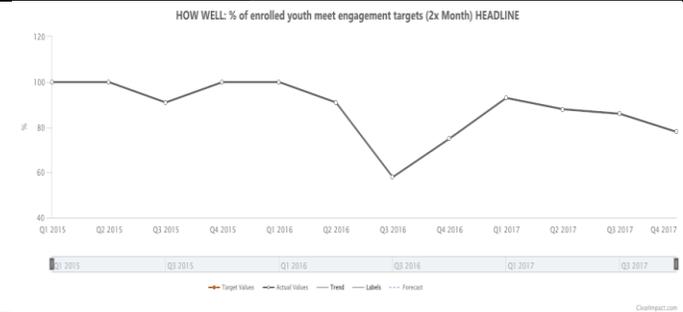
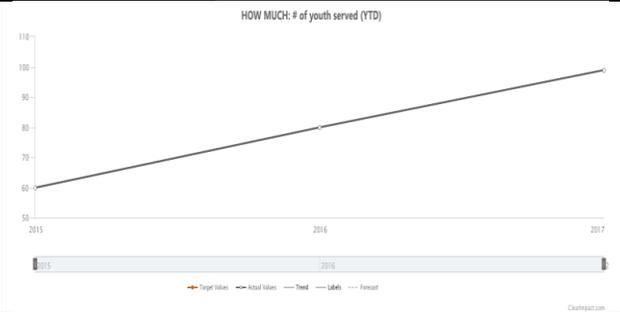
**99 youth**

**HOW WELL:**

**84%**

**BETTER OFF:**

**84%**



### THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** - Successful and sustained outreach continues to be reflected in greater family engagement in our programs. 2017 was our best year yet in terms of media messaging including a Proclamation of Runaway and Homeless Youth month, a green ribbon awareness campaign, and tabling efforts to reach a broad range of people. As we connect with more people in the community we also see direct calls and referrals by former clients are also rising.

**GRAPH 2: % of youth who meet engagement targets (2x per month)** - Engagement targets have stabilized somewhat this year, though the quarter-to-quarter comparison remains a problematic visual because of the small numbers represented. Due to an increase in our staff capacity we have been able to keep some youth engaged for longer term, which can result in fluctuations in engagement throughout the life of an open case. Previously we did more crisis stabilization and less long-term work.

**GRAPH 3: % of youth who achieve identified goals** - As we have stated previously, a quarter-to-quarter comparison is not a great visual for this measure because of the very small numbers represented. Some of the goal attainment fluctuations have to do with youth needs that “muddy the water” of their goal attainment, such as significant unmet mental health needs. The 84% attainment overall reflects the intensive, creative work that Open Doors staff do manage despite these barriers.

## AGENCY ACTION PLAN TO "TURN THE CURVE"

### 2018 Action Plan

- Develop processes for reflecting with families about their engagement and progress for long term cases (regularly scheduled written communication).
- Build on success of Runaway and Homeless Youth Month and invite additional means for community involvement.
- Build on success of rural outreach through additional presence in rural schools.
- Move toward sustaining a now-robust Host Home volunteer pool through training and recognition.
- Engage in a community project soliciting stories and information from youth and others to illustrate the unique problem of youth homelessness in Tompkins County.
- Anticipate some staff turnover in 2018 and use it as an opportunity for sustainable growth.

### 2017 Action Plan & Status

#### HOW MUCH

- **Social Media Campaign with Youth Outreach ↑Accomplished**  
We were proud of the collaboration and integration of outreach efforts, including social media, for Runaway and Homeless Youth Month in November.
- **Continued rural/ street outreach ↔In process**  
We have had some success with engaging youth one on one informally including doing street outreach.
- **Tabling in places families/teens frequent ↑Accomplished**  
We have successfully done tabling at community events, school open houses, Summer Free Meal sites, on the commons and in school cafeterias.

#### HOW WELL

- **Refine goal planning process with youth ↑Accomplished**  
A revision of the Open Doors operations manual offered an opportunity to reflect on youth and family goal planning and how it intersects with programmatic goals.
- **Continue to refine program expectations and scope with youth ↔In process**  
We have routinized our ways of talking about our expectations for family and parent involvement and clarifying with youth who are enrolled with us that our programmatic goal is family reunification.
- **Increase engagement with parents & caregivers to increase buy-in. ↑Accomplished**  
We spent much of the first part of 2017 clarifying our roles in family work and our expectations around parent involvement. We got more comfortable with the paradox of youth runaways: they are both independent and not independent at the same time.

#### BETTER OFF

- **Increase advocacy in schools ↔In process**  
This effort is ongoing, and still in progress. The organization and training of McKinney-Vento liaisons has supported our efforts to build relationships with those stakeholders. Our continued case management also builds further relationships with school staff.
- **Discover meaningful ways to engage in youth service groups ↔In process**  
In 2017 we experimented with a youth group which did lead us to meet some new youth as well as engage in some bigger conversations about issues facing youth in our community. We also had some success with one-off volunteer experiences including serving at Loaves and Fishes.
- **Grow connections with community resources youth need ↑Accomplished**  
Besides schools and McKinney Vento we strengthened our relationship with Youth Outreach/ Learning Web, Catholic Charities, CAT housing list and Advocacy Center.