



## 2018 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.

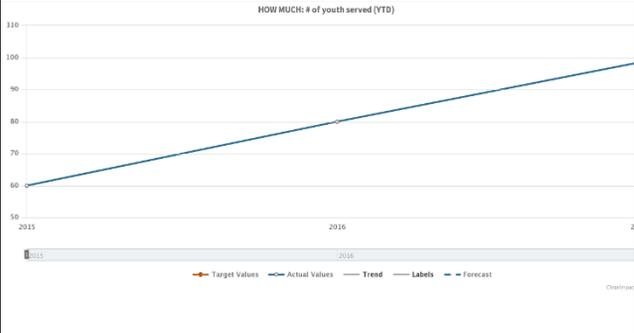
**Program:** Open Doors  
**Agency:** Family and Children's Services

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

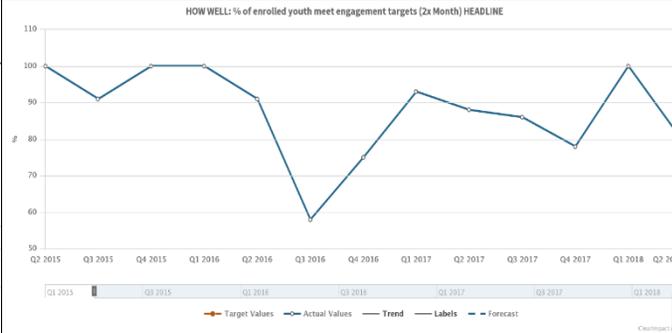
**PARTNERS:**  
Parents/ caregivers, schools, job training programs, mental & physical health providers, youth, hospital & emergency room staff, law enforcement, Learning Web Youth Outreach, Advocacy Center, clergy, F&CS clinicians.

### RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

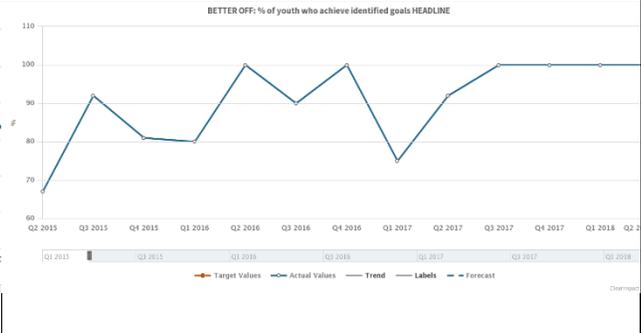
<b>HOW MUCH:</b>	<b>99 Youth*</b>	<b>HOW WELL:</b>	<b>91%*</b>	<b>BETTER OFF:</b>	<b>100%*</b>
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\*Youth served in 2017.



\*In Q2 of 2018.



\*In Q2 of 2018.

### THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** – In 2018, 52 youth were served as of the end of Q3. This number will be higher by the end of Q4, 2018. Given that, however, it is still low relative to other years' Q3 totals, which is reflective of the fact that we have all new staff in the program since early July 2018. We have prioritized getting clearly oriented to the program and relevant RHY laws and policies over concerns about volume of youth served. With RHY Awareness Month in November and several outreach activities scheduled over the next two months, our numbers should return to normal levels by the end of the year.

**GRAPH 2: % of youth who meet engagement targets (2x per month)** - We have been consistently successful with this goal in 2018. This is due to a combination of lower overall numbers and more referrals for youth and families with ongoing needs, rather than emergency needs. Lower overall numbers mean more staff availability for follow-up and kept appointments with youth, families, and collaborating service providers. Staff are frequently able to meet with youth once or twice a week; well above the target of 2x month. Also, people involved in ongoing service are generally more committed to the process and willing to meet as often as possible to resolve family conflict. Finally, staff mobility and ability to meet people where they are helps

with consistent engagement.

**GRAPH 3: % of youth who achieve identified goals** - Success on this goal is predicated on success on Goal #2. Since Open Doors staff are meeting consistently with youth and families even more than the 2x/month goal, their work is producing excellent outcomes for youth achievement of their stated goals.

## AGENCY ACTION PLAN TO "TURN THE CURVE"

### 2019 Action Plan

#### HOW MUCH

- Use RHY Awareness month as an opportunity to educate the community about the prevalence of RHY in Tompkins County, the danger of CSEC related to RHY, and share contact information for Open Doors.
- Develop a plan of outreach to schools, partner agencies, probation, medical centers and medical practices that serve teens and families, mental health agencies, substance abuse treatment facilities, programs for LGBTQ youth, law enforcement, and clergy members.
- Schedule street outreach to youth who gather near the library, the Community Labyrinth, New Roots, and The Commons 3-4 times per week.

#### HOW WELL

- Continue training for caseworkers in Motivational Interviewing engagement techniques.
- Provide opportunities for peer engagement whenever possible.
- Add psychoeducation as a more explicit aspect of the counseling services we provide to youth and families.

#### BETTER OFF

- Collaborative goal-setting.
- Setting achievable, tangible goals.
- Effective collaboration with other stakeholders.

### 2018 Action Plan & Status

#### HOW MUCH

- Develop processes for reflecting with families about their engagement and progress for long term cases (regularly scheduled written communication). **↓ Not Accomplished** as it was decided this was a redundant and unnecessary strategy.
- Build on success of Runaway and Homeless Youth Month and invite additional means for community involvement. **↑ Accomplished**
- Build on success of rural outreach through additional presence in rural schools. **↔ In process**

#### HOW WELL

- Move toward sustaining a now-robust Host Home volunteer pool through training and recognition. **↔ In process**
- Engage in a community project soliciting stories and information from youth and others to illustrate the unique problem of youth homelessness in Tompkins County. **↓ Not Accomplished**, will be addressed in 2019.
- Anticipate some staff turnover in 2018 and use it as an opportunity for sustainable growth. **↑ Accomplished**

#### BETTER OFF

- Increase advocacy in schools. **↔ In process**
- Discover meaningful ways to engage in youth service groups. **↔ In process**