

## 2016 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 Services

### CLIENTS:

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

### PARTNERS:

schools, mental health providers, hospital & emergency room staff, law enforcement and the Rescue Mission

## RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

HOW MUCH:

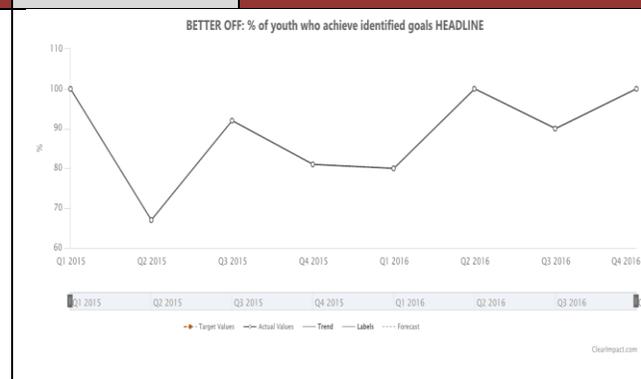
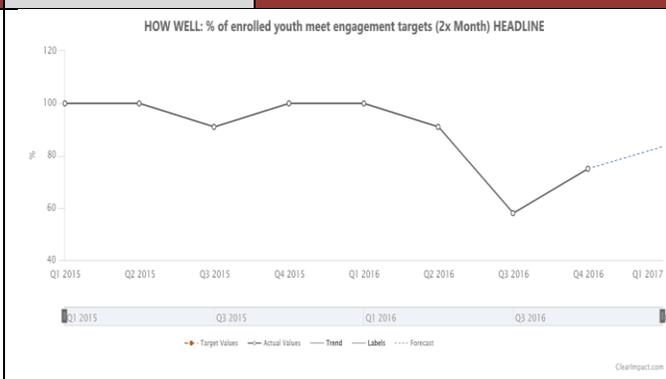
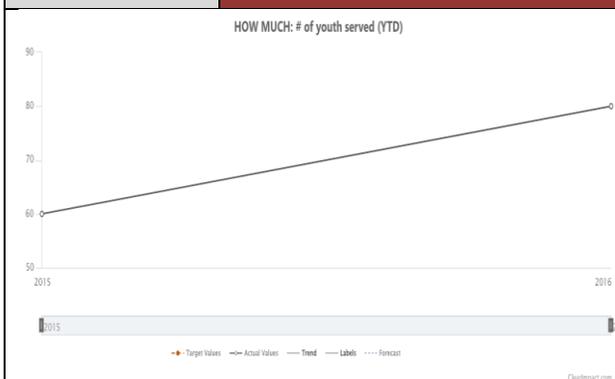
**80** youth

HOW WELL:

**87%**

BETTER OFF:

**89%**



## THE STORY BEHIND THE DATA

### GRAPH 1: # of youth served

Periods of higher volume have been followed by lower numbers due to our availability to continue to do outreach to referral sources. In Quarter three 2016 we are doubling our staff and outreach efforts so we will show higher numbers. As we continue to perform ongoing outreach we will see steadier referral streams

### GRAPH 2: % of youth who meet engagement targets (2x mo.)

Summer is a difficult time to maintain engagement with youth, especially those who are not at home. Phone instability of youth and/ or families makes contact difficult. Protecting the youth's confidentiality in public situations can mean avoiding approaching them when we run into them unexpectedly. Youth participation in goal planning and service development can be difficult.

### GRAPH 3: % of youth who achieve identified goals.

We have struggled with clearly defining what "achieving goals" has meant which causes some discrepancies in reporting. Low numbers of involved youth means large differences in percentages. There are sometime barriers in involving parents in case management goals- such as connection to other services, that require parent involvement. Youth may have unrealistic independence goals that are not achievable during our services. Youth may be involved in more than one case management service, or multiply referred, and there are barriers' making sure it is the "right" service. Youth sometimes face significant mental health issues and require psychiatric stabilization before our services can be helpful.

## AGENCY ACTION PLAN to “Turn the Curve”

### 2016 Action Plan

- Replace Bridges swag
- Increase rural presence in schools
- Increase street outreach efforts
- Frequent places youth congregate
- Explore social media messaging
- Clarify service planning goals with youth
- Train Staff in Motivational Interviewing
- Develop solution focused and goal planning techniques
- Increase advocacy in schools to develop flexible options

### 2015 Action Plan

- **Continue to nurture our provider relationships**  
We have developed well-functioning relationships with Ithaca High School and New Roots, and continue to show progress in the rural school districts. Our outreach efforts to other service agencies and providers multiply every quarter.
- **Recruit another intern, possible MSW for next year**  
We hosted an intern from January- May 2016. Due to the limitations of scheduling we did not feel like this increased our capacity to serve additional youth, but did help us imagine what being able to team and triage crisis would be like. We put concerted effort around our funding asks in the Spring for Open Doors expansion and were able to secure approximately \$70,000 in additional funds which addressed our budget deficit and allowed us to expand in September 2016. (Although the program does still continue to operate at a deficit).