



2016 Program Report Card: Runaway and Homeless Youth Program

Achieving Youth Results (AYR) Goal:

Our community (Tompkins County) 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

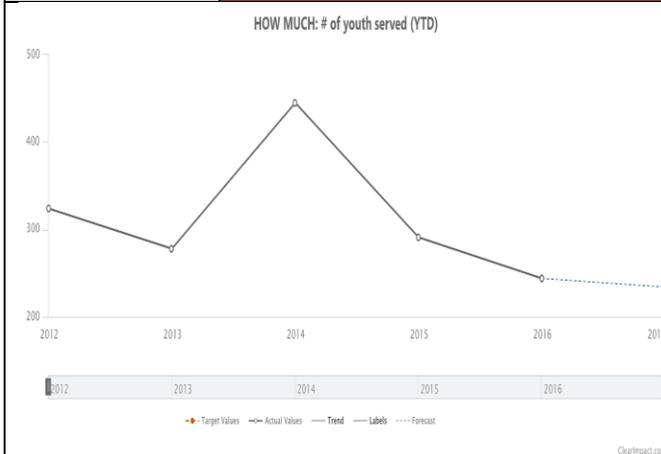
HOW MUCH:

319 youth

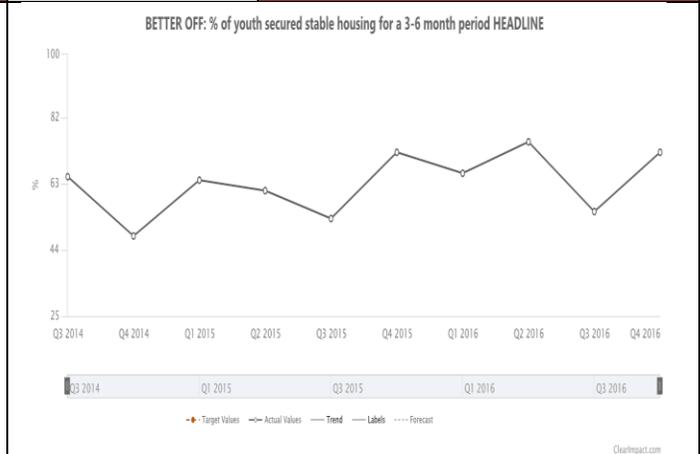
HOW WELL:

BETTER OFF:

75%



The Learning Web Youth Outreach Program changed their “How Well” performance measure in the second quarter of 2016. Thus, this information is currently incomplete.



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 un-duplicate 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 participants with increased life skills

We are no longer tracking this headline of % engaged for one year or more as it does not measure “How Well” accurately and was not well-aligned with the OCFS measures. Beginning in Quarter 2 of 2016 we have redefined our “How Well” measure to: #/% of participants with increased life skills. We believe that this will better reflect the programs’ “How well” measure.

GRAPH 3: % of youth secured stabled housing for a 3-6 month period.

The big driver behind this measure is employment and affordable housing resources. Both of these resources are in short supply for homeless youth in the county. Our supportive Transitional Living Program (TLP) housing provides 15 beds of scattered site apartments for a small number our participants.

We are experiencing a dramatic rise in staff time devoted to meeting the mandates of the NYS OCFS’s TLP certification process.

AGENCY ACTION PLAN to "Turn the Curve"

2016 Action Plan

- Stabilize the method of counting youth for reporting purposes. Stabilize the age range to be included.
- Train staff to be more consistent in recording Drop-In Youth
- Devise a more effective way to know if all Drop-in youth are being counted.
- Engage more employers to consider a try-out job for YO youth
- 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.
- Continue to do staff training around best practices in working with homeless youth
- Increase funding for the TLP program to cover the costs of upgrading the units we rent to meet certification.
- Our Education & Employment Case Manager will recruit additional bigger employers to accept YO apprentices as a try-out for unsubsidized employment.
- Undertake using the Coordinated Assessment process beginning Jan 1 2017

2015 Action Plan

- **Subsidized more housing** - we have not expanded and do not intend to expand our supportive housing program. With the ongoing OCFS certification process beginning in 2016, we are struggling to meet the requirements of the code while delivering a thoughtful, effective program. Until we complete the certification process and assess its effect on our housing program, we will not be exploring expansion.
- **Offer training** to human services providers on building skills in joint case management. The TCYS has offered very valuable training this past year. Our staff has attended many of the sessions and found them helpful. It would be great to have someone who knows best practices in collaborative interagency case management to offer training.
- Work with shelter/ housing providers to develop emergency shelter specific to youth for short-term stays. TC Action and our agency have discussed this possibility but for the near future, TC Action must focus on their new supportive housing program, Amici House.
- Training STEHP partners to work together more effectively, including DSS staff. Through the Continuum of Care, LW staff has joined the CoC Coordinated Assessment team which has just rolled out a new assessment and referral process for homeless youth and adults.
- Develop host homes that receive some sort of incentives to host youth for three months until they figure out what they are going to do. We have not pursued this idea as Open Doors's mission focuses on host homes.
- Develop the group home/dorm idea for kids who aren't in college for longer term housing solutions.