



2019 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, mental & physical health providers, youth, hospital & emergency room staff, law enforcement, host homes, Learning Web Youth Outreach, St. John's Community Services, Child Development Council, The Advocacy Center, Tompkins County Probation and DSS.

RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

HOW MUCH:

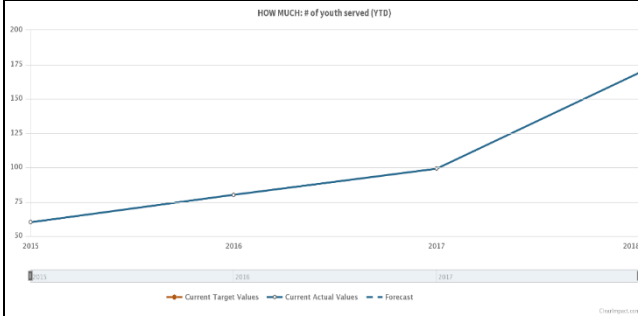
169 Youth*

HOW WELL:

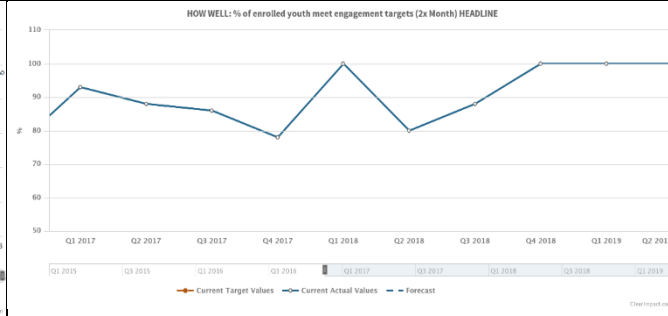
100%*

BETTER OFF:

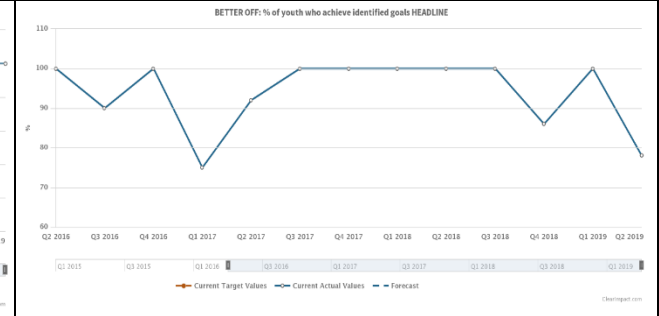
78%*



*Youth served in 2018.



*In Q2 of 2019.



*In Q2 of 2019.

THE STORY BEHIND THE DATA

GRAPH 1: # of youth served – We predict that the number of youth served will continue to climb as we become known throughout Tompkins County. Outreach and brief intervention account for the large increase in individuals served, as we have been making a more determined effort to meet youth where they are and make sure they know Open Doors is a resource for them. Due to current program capacity, we don't anticipate there will be as large an increase between 2018 and 2019. We anticipate we will finish the year having served 190 youth. Open Doors has been serving the community for over four years. Information about accessing the program is spreading through word of mouth, articles, events during Runaway and Homeless Youth month, and greater participation in the Continuum of Care, 100 Day Challenge, and CSEC meetings. Referrals have subsequently increased significantly since 2017.

GRAPH 2: % of youth who meet engagement targets (2x per month) – We predict that we will continue to reach 100% success with this measure. We define our engagement target as at 2 meetings/month with the enrolled youth's RHY caseworker. Having two caseworkers is one key to our effectiveness

in this area. Another is our flexibility to meet youth wherever they are in the county. We can also meet youth outside of normal work hours when necessary. Finally, the relationship that our caseworkers build with youth are the real key to consistent engagement. We easily surpass our 2x/month targets with our enrolled youth, and often meet with them weekly, if not more often.

GRAPH 3: % of youth who achieve identified goals – We predict that this outcome will improve during the second half of the year, based on prior years' data. Our normal success rate is generally between 90-95%, and we believe that we will return to our normal rate of success. We had a 100% success rate during Q3 2019, for example. During Q2 2019, our success rate of 78% is reflected by 7 out of 9 enrolled or discharged youth achieving identified goals. This is accounted for by the fact that two youth abruptly disengaged from services and did not return. This success strategy relates strongly to our success with the How Well Performance Measure. Consistent engagement and skilled support allows youth to generate momentum on achieving their goals, and they generally have stronger relationships with their caseworkers. When this is the case, they are usually able to stay engaged in the program until they have achieved their goals.

AGENCY ACTION PLAN TO "TURN THE CURVE"

2020 Action Plan

HOW MUCH

- Reaching out to family medical practices and Cayuga Medical Center to inform them of our services.
- Develop more structured peer-to-peer outreach.
- Post flyers at schools.

HOW WELL

- Ability to meet youth where they are.
- Staff engagement and relationship-building skills.
- Crossover interaction with youth and staff in other programs builds a sense of community beyond Open Doors and motivates youth to continue to participate.

BETTER OFF

- Setting appropriate, realistic expectations for participation in Open Doors.
- Concrete, achievable goals.
- Strong collaboration with strategic community partners.

2019 Action Plan & Status

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. **↑Accomplished**
- 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. **↑Accomplished**
- Schedule street outreach to youth who gather near the library, the Community Labyrinth, New Roots, and The Commons 3-4 times per week. **↔ In process with a shift in focus to peer-to-peer outreach**

HOW WELL

- Continue training for caseworkers in Motivational Interviewing engagement techniques. **↑Accomplished**
- Provide opportunities for peer engagement whenever possible. **↑Accomplished**
- Opportunities to learn valuable skills, such as volunteer service or apprenticeship. **↑Accomplished**

BETTER OFF

- Collaborative goal-setting. **↔ In process**
- Setting achievable, tangible goals. **↑Accomplished**
- Effective collaboration with other stakeholders. **↑Accomplished**