



## 2020 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:**

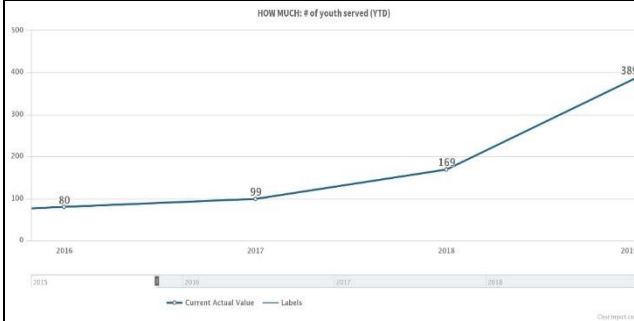
**389 Youth\***

**HOW WELL:**

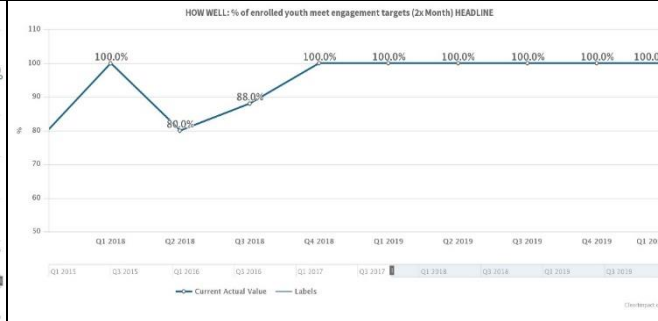
**100%\***

**BETTER OFF:**

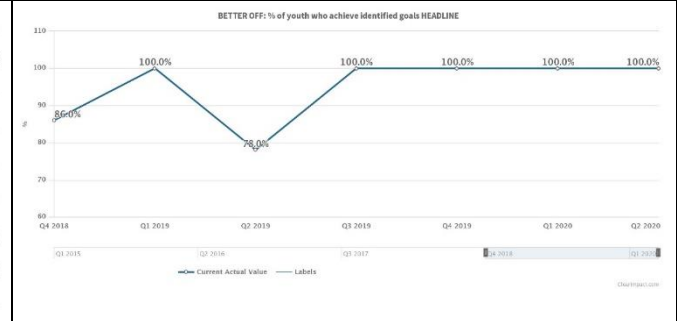
**100%\***



\*Youth served in 2019.



\*In Q1 of 2020 (data not available for Q2).



\*In Q2 of 2020.

### THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** – We expect our totals for youth served to be well below target for 2020. The COVID-19 pandemic has had a devastating impact on our ability to serve RHY since late March 2020. We were not able to make Host Homes available until the end of September, at which time only one Host Home became available. In addition, with a much smaller percentage of youth in school, we have lost a major source of referrals. We also were not able to do our typical outreach to schools as we have in the past. We are also in the process of ending Family & Children's management of Open Doors program by the end of 2020. Finally, due to one of our RHY caseworkers departing the agency, our capacity to serve in the 4<sup>th</sup> quarter will be limited to 28 hours/week through the end of the year. Our high numbers in 2019 are represented by an emphasis on outreach to schools throughout the county, and many brief encounters with youth. 2020 has had the opposite trajectory due to the pandemic.

**GRAPH 2: % of youth who meet engagement targets (2x per month)** – We forecast that our success rate in this category will remain consistent throughout the end of the year. The major barrier we face in this area is lack of referrals. One of the major strengths of the Open Doors program is

engagement with youth. When youth enroll in Open Doors, they are motivated to make significant changes in their lives. The pairing of skilled case management and mentoring with highly motivated youth produces success with engagement targets most of the time.

**GRAPH 3: % of youth who achieve identified goals** – We forecast that our success rate in this category will remain consistent through the end of the year. The major barrier we face in this area is lack of referrals, particularly referrals from youth seeking to achieve short and long-term goals beyond the immediate crisis. When youth enroll in Open Doors, they are motivated to make significant changes in their lives. They are experiencing a crisis with immediate and often painful consequences if they can't achieve the goals that will help them move toward greater stability. Open Doors case managers help youth and families identify practical goals, develop strategies for timely achievement of goals, and prioritize the order of approaching goals based on the urgency and/or availability of solutions.

### AGENCY ACTION PLAN TO "TURN THE CURVE"

#### 2021 Action Plan

##### **HOW MUCH**

- This does not apply to us this year. We will offer as much support as possible to Learning Web in taking on management of Open Doors.

##### **HOW WELL**

- Offering concrete assistance early in relationship with youth.
- Working on applications together with youth.
- Collaboration with other providers.

##### **BETTER OFF**

- Collaboration and the continuum of care approach are key to successful attainment of goals.
- Building a strong relationship also increases investment of the youth in collaborating with their caseworker to achieve their goals.
- Collaboration with mental health workers helps provide insight into a youth's history, strengths, vulnerabilities, and behavior and helps RHY workers effectively avoid triggering or re-traumatizing youth and tap into their strengths and resilience.

#### 2020 Action Plan & Status

##### **HOW MUCH**

- Reaching out to family medical practices and Cayuga Medical Center to inform them of our services. **↓ Not Accomplished in full**
- Develop more structured peer-to-peer outreach. **↓ Not Accomplished**
- Post flyers at schools. **↓ Not Accomplished before schools closed**

##### **HOW WELL**

- Ability to meet youth where they are. **↓ Not Accomplished in full due to pandemic**
- Staff engagement and relationship-building skills. **↑ Accomplished**
- Crossover interaction with youth and staff in other programs builds a sense of community beyond Open Doors and motivates youth to continue to participate. **↓ Not Accomplished in full due to pandemic**

##### **BETTER OFF**

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