

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: Youth Outreach
Agency: Learning Web

CLIENTS:

Youth between the ages of 16-24

PARTNERS:

County's Continuum of Care, STEHP, Workforce NY, Community Justice Center & County Treatment Courts, Tompkins County DSS, St. John's Emergency Shelter, Human Services Coalition, Family & Children's Services, TST BOCES, GIAC, Southside Community Center, The Advocacy Center, TC Action, Ithaca Housing Authority.

RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

HOW MUCH:

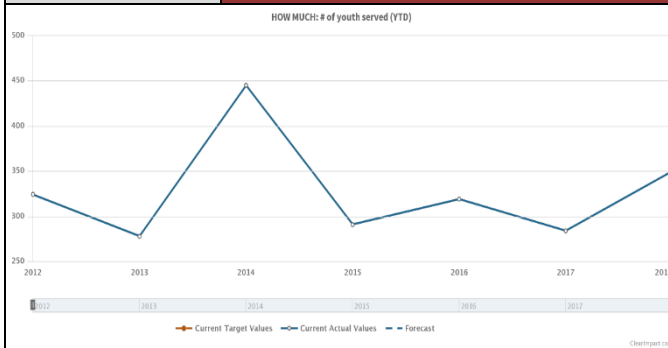
350 Youth*

HOW WELL:

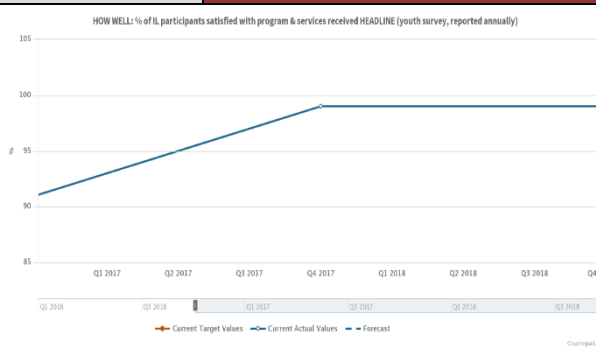
99%*

BETTER OFF:

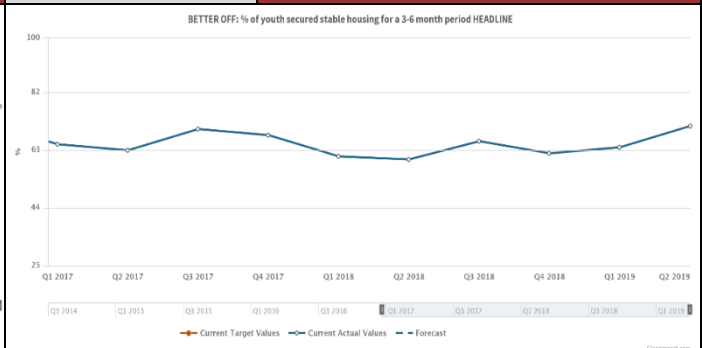
71%*



*Youth served in 2018.



*2018 data, reported annually.



*35/49 youth in Q2 of 2019.

THE STORY BEHIND THE DATA

GRAPH 1: # of youth served – We predict that we will be on target to reach our goal of serving 250 youth in 2019. Our case management/Independent Living (IL) services will be on target with 90 youth served as we are at 77% (69 young people) of the annual goal at the end of the 3rd quarter. Excellent staff and effective coordination with community partners serve to maintain program levels and attract homeless youth to the program. The numbers of youth served through Brief Outreach Services at the Drop-In Center are highly variable, yet the intensive Independent Living Program caseload is very accurate and remains steady (approximately 90 youth) year over year.

GRAPH 2: % of IL participants satisfied with program & services received (Youth survey, reported annually) - Participant satisfaction with Youth Outreach remains high. We collect Satisfaction Surveys throughout the program year and report on results at the close of the year. In reviewing surveys

collected thus far in 2019, it appears that satisfaction will remain high.

GRAPH 3: % of youth secured stabled housing for a 3-6 month period. - We are on target for the percentage of youth who secure stable housing for a 3-6 month period, with an average of 66% of youth. The current trend in housing stability will remain constant through the end of 2019. The County's lack of affordable housing and living wage employment directly impact this measure.

AGENCY ACTION PLAN TO "TURN THE CURVE"

2020 Action Plan

HOW MUCH

- Continue participation in CAT process and increase collaboration enhancing effectiveness of the Housing Scholarship housing.
- Research more effective strategies to count Drop-In Center youth.
- Continue Independent Living enhancements to the Drop-In Center paying close attention to youth voice.

HOW WELL

- Deepen and expand collaborations. Expand services and possibilities for participants through collaborations partners.
- Continue delivering Youth Outreach non-residential services to youth entering other supported housing programs.
- Implement expanded parenting services.

BETTER OFF

- Increase preventive services for parenting youth/families participating in the Youth Outreach Program.
- Continue to build on collaborations that expand and extend Independent Living services and housing options for program participants.
- Increase participants' access to technology, to include expanded free Wi-Fi, cell phones and cell minutes.

2019 Action Plan & Status

HOW MUCH

- Continue participation in CAT process: Increase communication and collaboration between the youth housing programs in the county and increase appropriate referrals to Youth Outreach. **↑ Accomplished**
- Continue Housing Scholarship (Transitional Living Program) housing and develop strategies to address the difficulties presented while using the Coordinated Assessment Team and a Housing First approach. **↑ Accomplished**
- Develop "Good Threads" Youth Clothing Closet. **↑ Accomplished**

HOW WELL

- Deepen and expand collaborations: expand services and possibilities for participants through collaborations partners. **↑ Accomplished**
- Develop the position of Program Associate to the Youth Outreach Program: Implement a new staffing strategy within Youth Outreach to better handle the operational burden of the Housing Scholarship Program. **↑ Accomplished**
- Develop plan for delivering Youth Outreach non-residential services to youth entering Amici House. **↑ Accomplished**

BETTER OFF

- Collaborations expand services and possibilities for participants. We will be working closely with TCAction as their new permanent housing for homeless youth, Amici House, opens in the spring of 2019. **↑ Accomplished**
- Adding the position of Program Associate to the Youth Outreach Program: Implement a new staffing strategy within Youth Outreach to better handle the operational burden of the Housing Scholarship Program. **↑ Accomplished**
- Continue Housing Scholarship (Transitional Living Program) housing and develop strategies to address the difficulties presented. **↑ Accomplished**