2018 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 Committee, STEHP, Workforce NY, Community Justice Center & County Treatment Courts, Tompkins County DSS, Rescue Mission, Human Services Coalition, Family & Children's Services, Teen Parenting & Pregnancy Program, GIAC, Southside Community Center.

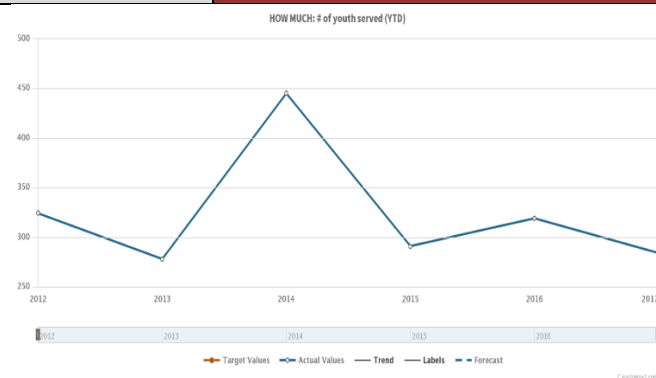## RESULTS BASED ACCOUNABILITY HEADLINE PERFORMANCE MEASURES
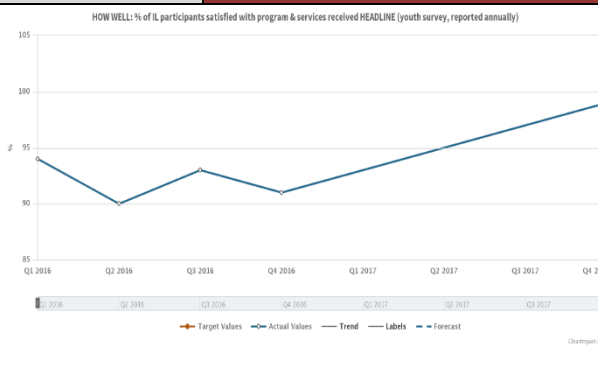
HOW MUCH:	**284 Youth***	HOW WELL:	**99%***	BETTER OFF:	**60%***

*Youth served in 2017.

*2017 data, reported annually.

*38/63 youth in Q2 of 2018.

THE STORY BEHIND THE DATA

GRAPH 1: # of youth served - Variability in longitudinal data is misleading due to different methods employed to count drop-in youth served. From 2012-2014 we hand-counted our Drop-In Center youth. The numbers during this time were inflated and we then created a new system to better count the Drop-in traffic. The curve has begun flattening out as a result of the system added to our agency database in 2015. However, the numbers of drop in youth can vary given many factors that are out of our control. We predict that we will be on target in reaching our goal of serving 250 youth in 2018. Our "Outreach Only" numbers will exceed the 160 projected as we are at 112% of our annual total at the end of the 3rd quarter. Our case management/Independent Living (IL) services will be on target with 90 youth served as we are at 102% of the annual goal at the end of the 3rd quarter.

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 2018, it appears that satisfaction will remain high.

GRAPH 3: % of youth secured stabled housing for a 3-6 month period. - We believe that the percentage of youth securing stable housing for a 3-6 month period will remain steady at approximately 65% this year.

AGENCY ACTION PLAN TO "TURN THE CURVE"	
2019 Action Plan	**2018 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. • 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. • Develop "Good Threads" Youth Clothing Closet. **HOW WELL** • Deepen and expand collaborations**:** expand services and possibilities for participants through collaborations partners. • 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. • Develop plan for delivering Youth Outreach non-residential services to youth entering Amici House. **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. • 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. • Continue Housing Scholarship (Transitional Living Program) housing and develop strategies to address the difficulties presented.	**HOW MUCH** • Replace computers in the Youth Outreach office Drop-in center- the current computers are out-of-date and have limited use to participants. Upgrading the hardware would enhance the resources available to youth and encourage more youth to engage in the intensive IL program. **↑ Accomplished** • Begin serving a meal for youth at the YO office's drop-in center. **↑ Accomplished** • Increase attracting and retaining good staff- Increase salaries, benefits, resources to support staff stress (such as Employee Assistance program, gym membership etc); team building activities such as the ropes course. **↔ In process** **HOW WELL** • Develop partnerships with local grocery stores/ bakeries to see if they would consistently donate food to YO. **↑ Accomplished** • When fully staffed, develop ongoing recreational activities that include physical and non-physical options. Investigate if fitness centers would give passes to a staff/participant pair to use the facilities. **↑ Accomplished** • Continue to add to the number of employers who will do apprenticeship to hire arrangements with Youth Outreach. **↔ In process** **BETTER OFF** • Learning Web and Tompkins Community Action (TCAction) collaborate on TCAction's new youth homeless housing project, Amici House. **↑ Accomplished** • Offer Home keeping workshops to YO non-resident participants. **↔ In process** • Tangible rewards for non-resident Youth Outreach participants to entice them to attend workshops that build skills to maintain housing (i.e. landlord/tenant relations, roommate/neighbor relations, maintenance, reporting maintenance issues to your landlord, etc.). **↔ In process**