



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: 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:

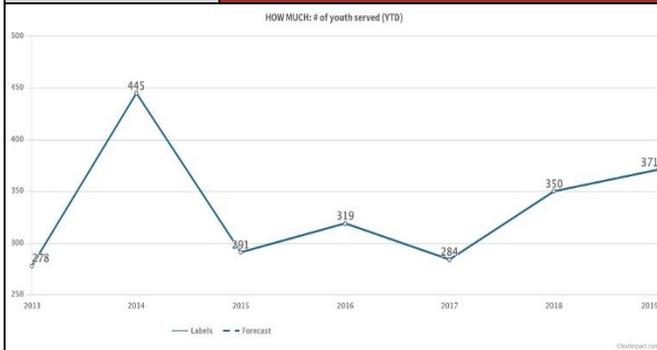
371 Youth*

HOW WELL:

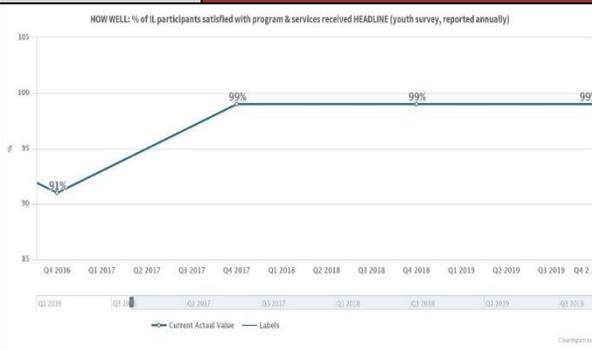
99%*

BETTER OFF:

76%*



*Youth served in 2019.



*2019 data, reported annually.



*35/46 youth in Q2 of 2020.

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 2020. As of Q2 2020, 143 young people were provided with brief outreach services, 89% of the annual goal of 160. Additionally, 66 young people were involved in our intensive independent living program, 73% of our annual goal of 90. Eighteen (18) young people were housed in our transitional living program year-to-date.

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, but the disruption in normal operations this year did not allow for us to hand out and collect surveys as normal. Satisfaction surveys were suspended for a majority of 2020 and we will collect this data beginning in the 4th quarter of 2020.

GRAPH 3: % of youth secured stabled housing for a 3-6 month period. - We are on target to exceed the percentage of youth who secured stable housing for a three to six month period over 2019, with a 76% average year to date. Collaborations with Ithaca Housing Authority and DSS, in addition to the current moratorium on evictions due to the COVID-19 pandemic have contributed to successful housing stability for youth in our program.

AGENCY ACTION PLAN TO “TURN THE CURVE”

2021 Action Plan

HOW MUCH

- Modifications to the Drop-In Center – continue to provide important services while responding to changing circumstances and protecting health of clients and staff.
- Increase virtual meeting offerings and overall capabilities in the area of technology.
- Continue collaborations – maintain participation in the CET process and increase collaboration enhancing effectiveness of the Transitional Living Program.

HOW WELL

- Increase tangible supplies: youth have access to urgently needed Independent Living Supplies (personal hygiene), bus passes, phone cards, and housekeeping supplies.
- Access to affordable housing: for youth ages 18-24. We will continue to work with TC Action and IHA to expand permanent housing opportunities.
- Pathway to Careers: expand knowledge of and access to living wage jobs through education and skill attainment.

BETTER OFF

- Improve and enhance collaborations with TC Action, IHA, and landlords to support youth in securing and maintaining their housing.
- Enhance services for parenting youth.
- Collaborate with local banks.

2020 Action Plan & Status

HOW MUCH

- Continue participation in CET process and increase collaboration enhancing effectiveness of the Housing Scholarship housing. **↑ Accomplished**
- Research more effective strategies to count Drop-In Center youth. **↔ In Process (Interrupted by COVID-19)**
- Continue Independent Living enhancements to the Drop-In Center paying close attention to youth voice. **↑ Accomplished**

HOW WELL

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

BETTER OFF

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