

# 2021 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.

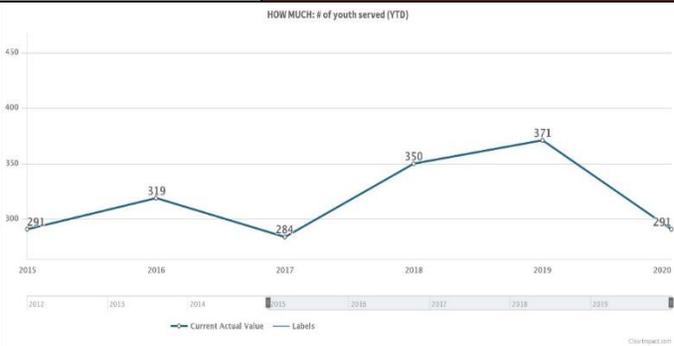
**Program:** Youth Outreach  
**Agency:** Learning Web

**CLIENTS:**  
Youth between the ages of 16-24

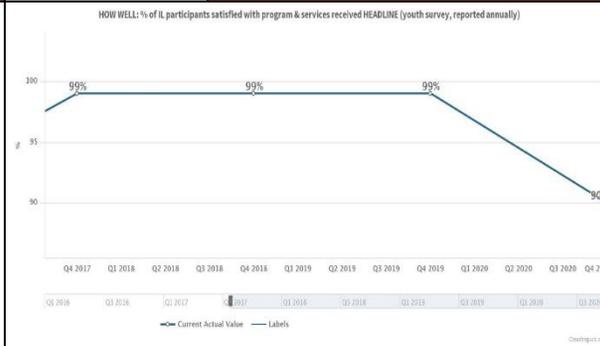
**PARTNERS:**  
County's Continuum of Care, STEHP, Workforce NY, Community Justice Center & County Treatment Courts, Tompkins County DSS, St. John's Emergency Shelter, Human Services Coalition, Family & Children's Services, TST BOCES, GIAC, Southside Community Center, The Advocacy Center, TC Action,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

## RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

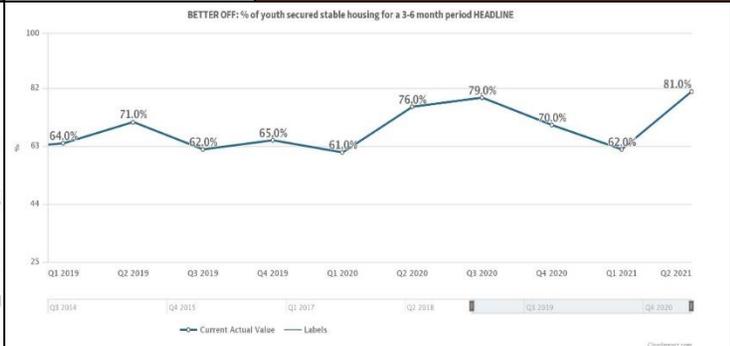
**HOW MUCH:** **291 Youth\***      **HOW WELL:** **90%\***      **BETTER OFF:** **81%\***



\*Youth served in 2020.



\*2020 data, reported annually.



\*40/49 youth in Q2 of 2021.

## THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** – We surpassed our annual target goal of 250 youth by serving 316 youth YTD in 2021. As of Q2 2021, 236 young people were provided with brief outreach services, 147% of the annual goal of 160. Additionally, 79 young people were involved in our intensive independent living program, 87% of our annual goal of 90. Nineteen (19) 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. Knowledgeable and experienced staff, provision of independent living supplies, and additional funding for housing opportunities have all contributed to the high rates of satisfaction reported by Youth Outreach participants.

**GRAPH 3: % of youth secured stabled housing for a 3-6 month period.** - We are on target to meet and/or exceed the percentage of youth who secured stable housing for a three to six-month period with a 77% average year to date. Additional funding, FUP housing vouchers for former foster care youth, and coordination with TC Action’s Amici House and Corn Street housing have contributed to successful housing stability for youth in our program.

**AGENCY ACTION PLAN TO “TURN THE CURVE”**

**2022 Action Plan**

**HOW MUCH**

- Improved and attractive offerings at the drop-in center.
- Provide parenting resources, education, and opportunities for leadership.
- Employee training and retention.

**HOW WELL**

- Staff training to meet the emerging needs of youth as our community and youth services are in a time of rapid change precipitated by the pandemic.
- Cultural Awareness – Effort toward improving services for marginalized youth and effort to consciously remove barriers to receiving service by identifying issues of bias, systemic racism, and discrimination in our systems.
- Targeted services to improve services and outreach for special populations (i.e. LGBTQ+, parents, formerly incarcerated youth).

**BETTER OFF**

- A continuum that allows youth to move from LW transitional housing to TC Action permanent supportive housing to housing voucher/unsubsidized housing.
- Improved aftercare services.
- Collaboration with community partners.

**2021 Action Plan & Status**

**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. **↑ Accomplished**
- Increase virtual meeting offerings and overall capabilities in the area of technology. **↑ Accomplished**
- Continue collaborations – maintain participation in the CET process and increase collaboration enhancing effectiveness of the Transitional Living Program. **↑ Accomplished**

**HOW WELL**

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

**BETTER OFF**

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