

# 2022 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:**

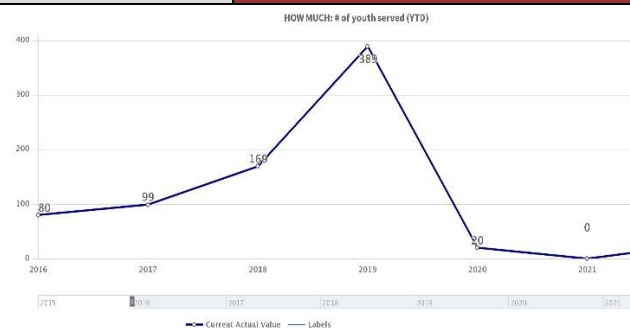
**26 Youth\***

**HOW WELL:**

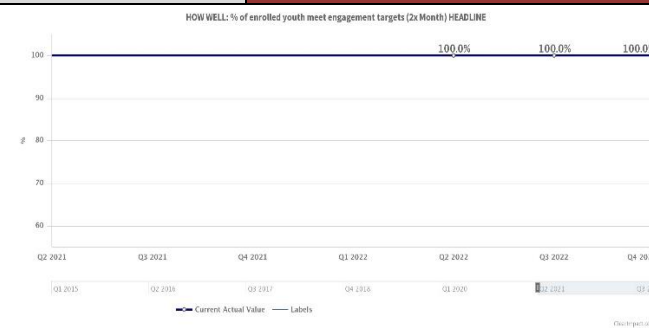
**100%\***

**BETTER OFF:**

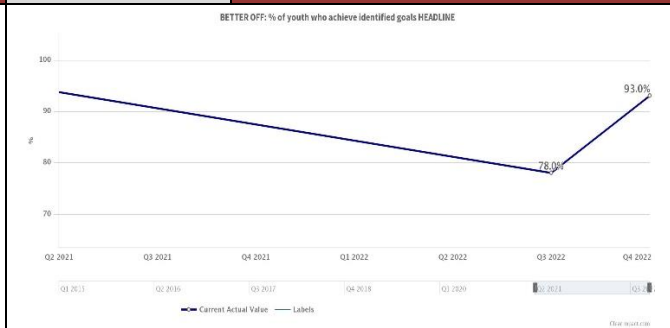
**93%\***



\*Youth enrolled in program



\*Q4 of 2022



\*Q4 of 2022

## THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** – The Open Doors team predicts the number of youth served will climb as the program continues to gain traction from its resurrection in June of 2022. Open Doors staff have noticed a prevalent need within the RHY community to have access to safe shelter, basic needs items, and other services and supports. Thus far, the program has been able to reach youth through outreach, referrals, tabling at events, engaging with school staff, and word-of-mouth.

**GRAPH 2: % of youth who meet engagement targets (2x per month)** – The Open Doors team predicts continued 100% participation from enrolled youth meeting engagement targets. A potential barrier is complacency on the part of staff and/or youth leading to less frequent meetings to work towards identified goals. Staff have a strong ability to build positive relationships with youth and utilize a consistent trauma-informed approach with youth and families.

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** – The Open Doors program relaunched in mid-June, thus the current percentage of youth who achieved identified goals reflects the last 6 months of 2022. We forecast an increase in the percentage of youth achieving identified goals and hopes to reach 100% of youth achieving identified goals in 2023.

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

**2023 Action Plan**

**HOW MUCH**

- Staff will perform outreach to rural areas in Tompkins County via collaboration with schools, libraries, and the Rural Outreach Program at F&CS
- Staff will have a regular presence at schools on a weekly basis on designated days
- Open Doors will purchase an ad on TCAT busses that includes the warmline phone number and info about Open Doors

**HOW WELL**

- Staff will provide youth with information on informed consent regarding services and confidentiality via a detailed explanation to be acknowledged and initialed by youth at time of enrollment
- Staff will attend Youth Action Board (YAB) meetings to stay apprised of youths’ needs and concerns
- Staff will be flexible in terms of times/places for meetings with youth

**BETTER OFF**

- Staff will assist youth in identification of SMART (Specific, Measurable, Attainable, Relevant, Time-Based) goals leading to improved outcomes
- Staff will celebrate youths’ successes
- Staff will increase collaboration with new agencies and programs that may assist with specific goals

**2022 Action Plan & Status**

**HOW MUCH**

- Program was closed during 2021 and relaunched June ’22.

**HOW WELL**

Program was closed during 2021 and relaunched June ’22.

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

**BETTER OFF**

Program was closed during 2021 and relaunched June ’22.

- Collaboration and the continuum of care approach are key to successful attainment of goals. ↔ **In Process**
- Building a strong relationship also increases investment of the youth in collaborating with their caseworker to achieve their goals. ↔ **In Process**
- 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. ↔ **In Process**