Preparing for Shared Outcomes

ENVIRONMENTAL SCAN | April 2012

HeadingHome
MINNESOTA

Metro Youth Systems Redesign

About the Metro Youth Systems Redesign (MYSR) project

MYSR is a project to establish metro-wide collaboration and agreement among service providers and funders around common outcomes and data, improved services through best practices and communication, funding coordination, and a regional approach to serving runaway and homeless youth in the Twin Cities 7-county metro area. For more information, contact:

Laura Kadwell
Director of Heading Home Minnesota & MYSR Chair
laurakadwell@gmail.com | 651-285-1775

Members, MYSR Council

Jim Anderson, Ramsey County
Sara Bergen, HUD
Bill Clair, Family and Youth Service Bureau, Department of Health and Human Services
Eric Grumdahl, Dakota County
Marcia Fink, Greater Twin Cities United Way
Beth Holger-Ambrose, MN DHS
Richard Hooks Wayman, Hearth Connection
Laura Kadwell, Heading Home Minnesota
Niki Lee, Family and Youth Service Bureau, Department of Health and Human Services
Michele Smith, HUD
Judy Paul, Hennepin County
Cathy ten Broeke, Heading Home Hennepin

Project Manager

Colleen O'Brien, CGO Consulting

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Introduction

Document Purpose

This document was developed by the Metro Youth Systems Redesign (MYSR) Council. Its purpose is to provide relevant background information to assist providers, funders and other stakeholders of services to homeless youth in their work of establishing shared outcomes for the Twin Cities 7-county Metro Area of Minnesota.

Document Overview

This document is a compilation of information gathered by MYSR in order to better understand the current environment's handling of outcomes. It includes the following:

1. Information from local homeless youth service providers about outcomes they target and measure. (See *Outcomes of local service providers,* page 3.)
2. Information gathered via survey about homeless youth funding streams, including the outcomes that grantees must report on, the ways in which outcome reporting is mandated, and the data reporting methods that grantees are asked to use. (See *Outcomes of funding streams & model programs,* page 7.)
3. Information gathered via survey about selected "model programs" for homeless youth in the United States, including the outcomes they target and measure, and the data reporting methods they use. (See *Outcomes of funding streams & model programs,* page 7.)
4. Interview notes about the homeless youth system redesign efforts of Portland, Oregon and Seattle, Washington. (See *Redesign efforts of other communities,* page 12.)
5. Abstracts and notes from key documents or written resources. (See *Document abstracts & notes,* page 16.)
6. A bibliography of consulted works. (See *Consulted works,* page 19.)
7. A list of Minnesota grantees receiving RHYA (Runaway and Homeless Youth Act) funding in 2011. (See *Appendix A: Minnesota RHYA grantees 2011,* page 21.)
8. A copy of the Minnesota Self-sufficiency Matrix. (See *Appendix B: Minnesota Self-sufficiency Matrix,* page 22.)
9. A list of other materials available for reference, but not included in this report. (See *Appendix C: Other materials available for reference,* page 24.)
10. A list of all outcome measures identified by funding streams and model programs, along with the MYSR-defined categories they were placed in. (See *Appendix D: Detailed outcome measures & categories,* page 25.)
11. Detailed survey input provided by funding streams (including public funding streams at the federal, state and county level, as well as selected private foundations) and model programs. (See *Appendix E: Survey input,* page 34.)

Terminology

HY – Abbreviation for "homeless youth."

MYSR – Abbreviation for "Metro Youth Systems Redesign."

Twin Cities – Refers to the 7-county Metro Area of Minneapolis and St. Paul, Minnesota.

Youth services - Services for youth who are homeless or at imminent risk of homelessness.

Outcomes of local service providers

The following chart identifies targeted outcomes and related information of 12 homeless youth service providers operating in the Twin Cities 7-county metro area. In 2011, these 12 providers all received funding from Metro Partners Fund, located at and administered by the Family Housing Fund. The providers submitted the following information in conjunction with funding applications, funding reports or other inquiries, and all gave permission for their information to be shared.

Note: Participation in the Metro Youth Systems Redesign effort is open to all providers of services to homeless youth, not just the 12 providers listed here.

Provider	Targeted Outcome	Measure	Info Source
Ain Dah Yung Center	(For Emergency Shelter) Provide shelter care and housing to homeless and runaway youth in a safe, culturally supportive environment	Number of youth receiving shelter/housing over 1-year period	4/11 app
	(For Beverley A. Benjamin Youth Lodge) Provide culturally specific transitional housing to at least 12 American Indian youth in a safe, culturally supportive environment	Number of youth in transitional housing over 1-year period	
	(For Street Outreach) Facilitate access to a continuum of emergency shelter, transitional and permanent housing placements	Number of American Indian runaway, homeless or street youth for whom ADY facilitated placement	
	(For Oyate Nawajin) Provide community based (i.e. in home, schools, and community) services	Number of families receiving case management services	
	(For Family Preservation and Reunification Services) Provide long-term Rule 79 case management services	Number of children receiving services	
	(For Indian Child Welfare Legal Advocacy/Compliance Project) Monitor court cases for compliance with ICWA	Percentage of court cases monitored	
Avenues for Homeless Youth		Youth who participate in the program and access supportive services will move into stable housing	Dec. 2011 App
		While at Avenues, youth pursue education, employment, health and wellness, and ILS skills	
The Bridge for Youth	Prevent runaway and abandoned youth from falling into homelessness	Youth who return home will remain home at follow-up	August 2011 App
		Youth and parents report progress on complaint that brought them to The Bridge	
	Help homeless and precariously housed youth move from homelessness or housing instability to stable housing	Youth in shelter exit to a safe and stable living situation	
		- Reunited with parents/extended family	
		- Non-family safe alternative	
		Youth in transitional housing will move on to a stable living situation	

		Youth placed in scattered-site housing will maintain residence for at least six months	
	Aid runaway and homeless youth in developing long-term stability, helping them safely reach adulthood	Youth who return home will remain in school.	
		Youth in transitional/permanent housing will improve their skills to live independently.	
		Youth in transitional living working and/or going to school	
		Youth exiting scattered-site housing moved to stable living	
		Youth in scattered-site housing employed at exit and increased job marketability	
		Youth in scattered-site housing pursuing education	
Face to Face (SafeZone)	Youth not becoming homeless	Visit SafeZone to have basic needs met including meals, bus fare, and short term crisis counseling. Youth learn of breadth of service and have basic needs met.	Grant request (undated)
		- Meals Served	
		- Basic needs met (shower, clothing, hygiene supplies)	
		Youth create housing safety or stabilization plan on first visit to SafeZone	
		Case managed youth who are at risk of becoming homeless will increase independent living skills to remain in housing	
	Youth being re-housed in stable housing	Youth engaged in case management with outcomes of stable housing, employment, education, reunification with family, homelessness prevention, increased individual living skills	
		Youth participate in TLP to gain permanent stable housing, increase income and increase independent living skills	
		Case managed youth who are homeless increase independent living skills	
The Link		Residents will increase job readiness skills	Nov. 11 App
		Residents will increase skills to live independently	
		Residents will maintain sobriety	
		Residents will move into stable housing upon exit	
		Residents will secure sufficient and stable source of income	
		GRH recipients will not get evicted	
		GRH recipients will connect with community supports	
		GRH recipients will manage their physical health	
		GRH recipients will manage their mental	

		health.	
LSS		Achieve goals on case plan	5/20/11 App
		Reduce high-risk behavior	
		Master new life or parenting skills	
		Increase income (for youth in Rezek House)	
	Permanent housing	Exit from RH and LifeHaven into safe, stable, permanent housing	
	Stable housing	Maintain for 6 months	
		Maintain for 12 months	
PCNF	Stable Housing	7 months in housing	11/22/11 Report
	Education	Residents who do not have diploma or GED referred to GED program or high school program	
		For residents who do not have diploma or GED, progress toward achieving it	5/20/11 Application
		Entering post-secondary education	11/22/11 Report and 5/20 App
	Employment	Identified tenants placed in unsub employment and maintained for 3 months	5/20 App
		Obtaining employment	11/22/11 Report
		Maintaining for 3 months or longer	11/22/11 Report
		Working at the 90th day	5/20 App
		Working at 180 days	5/20 App
PUC (Full Cycle)	Make important connections to get off streets and into safe housing	Youth interface with outreach worker	8/16/11 App
	Acquire food, parenting supplies and hygiene products at a low-barrier food shelf	Youth receiving food at Groveland Food for Youth food shelf	
	Gain healthy transportation and establish positive mentoring relationship with a caring adult	Youth who receive free bicycle from Full Cycle and be mentored by caring adult	
	Build skills and experience to be self-sufficient and enter adulthood with the confidence that they can stay off the streets and thrive	Complete first 3-month phase of internship program	
		Complete full 6-month internship program	
		Youth in internship program demonstrate ability to use basic skills including resume writing, interviewing, customer service and professionalism	
		Internship graduates obtain and maintain employment for a minimum of 3 months	
	Reconnect with their family/community, explore education options and/or find housing	Youth referred to or directly connected with housing/shelter opportunities	
		Youth interested in furthering their education connected to GED programs, alternative high schools, homeless youth advocates in the public school system, or advocates at MCTC or Augsburg College	
Salvation Army	Program	Residents complete program to a level of "graduation" (75% or more of case goals)	11/22/11 App
		Residents refrain from using intoxicating substances	

	Earning	Residents acquire employment within 90 days of entering the program	
	Learning	Residents enroll in education program (high school, GED or post-secondary)	
	Living	Residents completing at least 90% of ILS workshops	
		Residents who are unable to acquire employment enroll in other income benefits or secondary education.	
Teens Alone	Could call these "outputs" or customer satisfaction measures	Calls returned by next day	5/19/11 App
		Learned new ways to resolve problems	
		Improvement in family relationships	
		Services rated excellent and good	
		Would use Teens Alone again	
	Stable and safe housing	Unified or reunified with families (phone survey)	
		Reunified with families	
		Safely sheltered	
YMCA	Provide resources, referrals and light cm to youth ages 16-21 (Anoka)		2011 App
	Provide independent living skills and housing cm to youth in scattered site housing		
YouthLink	Access	Number of youth who visit the drop-in center and/or access basic need services	12/8/10 App
	Connection to services	Youth engaged in services "beyond basic needs"	
	Commitment to change	Youth receiving individualized support services	
	Housing	Case managed youth who work towards or achieve housing goal (e.g., family reunification, acceptance into transitional housing program, or signing own lease)	
	Education	Case managed youth set education goal	
		Youth with education goal(s) make progress toward the goal(s)	
	Employment	Case managed youth set employment goal (e.g., completing certification or job skills training course, searching for job, finding job or keeping job longer than 3 months)	
		Youth with employment goal(s) make progress toward the goal(s)	

Outcomes of funding streams & model programs

Overview of information sources

MYSR used a survey-driven process to gather information about how the following key players in the homeless youth world are currently tracking and reporting on outcome measures:

- All known public funding streams to Twin Cities homeless youth services at the federal, state, county and city levels
- Selected private (philanthropic) funding streams to Twin Cities homeless youth services
- Selected "model programs" for homeless youth in the United States

The following chart summarizes the number and types of sources that provided information via this process:

SOURCES OF FUNDING STREAM & MODEL PROGRAM INFORMATION									
TOTAL SOURCES	Twin Cities HY funding streams								Model HY programs in U.S.
	Fed[1]	State[2]	County			City		Private	
			Dak	Henn	Rmsy	Mpls	St.Paul		
26	2	5	1	9	2		†	3	4

[1]Two federal sources of outcomes information apply to at least 7 federal funding programs.
[2]Five state sources of outcomes information apply to at least 10 funding programs.
†St. Paul provides funding only via pass-through grants (ESG) that are already reflected in the federal sources.

Requested information

MYSR used a survey form to request the following information from each funding stream and model program source:

- Target population
- Program services
- Goal area
- Key outcome measures
- How data is collected
- Who it is collected on and when
- How often data is collected
- Performance protocols
- Is outcome reporting mandated by a law, regulation or policy at the federal, state or local level? (this info collected for funding streams only)
- If outcome reporting is mandated, what are the mandate types that apply universally to all projects funded via this funding stream? (this info collected for funding streams only)

Summary list of outcome categories

As part of its analysis, MYSR assigned each collected outcome measure to one or more general categories based on the type of impact being measured. (See *Appendix D: Detailed outcome measures & categories* for a table listing each outcome measure by funder, along with the categories to which outcome measures were assigned.) The following table shows the resulting categories, sorted from high to low based on the number of measures in each category.

Notable points:
- The rankings in the chart reflect the *frequency* and not the relative *quality* of different types of outcomes measures.
- It was beyond the scope of this endeavor, but another possible way to rank the outcome categories would be by total funding associated with the outcomes in each category; this would likely reveal different ranking results.

	Outcome categories (MYSR defined)	#
1	Move to prm/stable/approp hsg; reunify	35
2	Access to services established or improved	26
3	Knowledge, education or skills related	23
4	Maintained or improved self-sufficiency	22
5	Remain housed	14
7	Safety & harm reduction	14
6	Other	12
8	Sense of wellbeing & feeling supported	12
9	Internal program measure	12
10	Income maintained or increased	10
11	Improved relationships or connections	10
12	No return to shelter/homelessness	9
13	Health-related (physical, mental, chemical)	9
14	Employment maintained or improved	8
15	Stability maintained or improved	8
16	Contributions to or involvement with community	6
18	Goal setting, Goal mastery, or Orientation to future	6
17	Parenting related	5

Reporting mandates

Outcome reporting can be mandated in a variety of ways, including by the following:

1. Federal legislation
2. Federal regulation
3. State legislation
4. State regulation
5. State policy
6. Local legislation
7. Local regulation
8. Local policy

For each funding stream where outcome reporting is mandated by a law, regulation or policy at the federal, state or local level, MYSR identified the type(s) of mandates that apply to that funding stream. The following table shows which reporting mandates apply to each of the 8 Twin Cities funding streams where any mandate applies.

Notable points:
- Most of the funding streams are subject to two or more types of mandates.
- One funding stream (DHS-OEO) is subject to 5 types of mandates.
- With 5 occurrences, state policy mandates impact outcome reporting more than any other type of mandate.
- With 10 total occurrences, state-level mandates (including 3 by state legislation, 2 by state regulation and 5 by state policy) impact outcome reporting more often than mandates at the federal or local level.

#	Grp[2]	Name	Any (1-8)	1-Fed legislation	2-Fed regulation	3-State legislation	4-State regulation	5-State policy	6-Local legislation	7-Local regulation	8-Local policy	# mandates
		Outcomes reporting mandates for Twin Cities HY Funding Streams — Reporting mandated by[1]	**8**	**3**	**3**	**3**	**2**	**5**	**1**	**0**	**1**	
1	A	HUD	x	x	x							2
2a	A	RHYA (current)	x	x	x							2
3	B	Dpt of Public Safety/OJP	x				x	x				2
4	B	DHS-OEO[3]	x	x	x	x	x	x				5
5	B	Hlthy Trans	x					x				1
6	B	LTH	x			x		x				2
7	B	MN Hsg-FHPAP	x			x		x				2
8	C	DakCo Levy	x						x		x	2

[1]Listed mandates apply to all projects funded by the specified funding stream. Individual programs may create additional expectations with their funders as part of securing other dollars (e.g., agreeing to a requirement of a local housing authority in order to access HUD S+C dollars it controls).

[2]Grp: A=Federal, B=State, C=County.

[3]DHS-OEO: Mandate levels 1 and 2 apply only to ESG; levels 3, 4 and 5 apply to all funding except ESG.

Data collection methods

For each funding stream and model program, MYSR identified the methods by which data is collected, as shown in the following table.

Notable points:
- Each funding stream requests grantees to report data in 1 to 4 different ways.
- In total, there are 8 different ways in which funding streams request information to be reported, as follows: Co-Pilot software, Hennepin County Shelter Data System, HMIS, RHYMIS, MNCIS, Self-sufficiency matrix, Submitted reports, Sufficient income indicator.
- Model programs are generally collecting data via 2 or 3 overlapping methods (HMIS, RHYMIS, and in most cases a localized database system).

Data collection methods

#	Grp[1]	Name	Co-Pilot (uploaded to HMIS)	Hennepin Co Shelter Data System	HMIS	RHYMIS	MNCIS	Self-sufficiency matrix	Servicepoint	Submitted Reports / "Provider files"	Sufficient Income Indicator	Other	# methods
			1	4	14	5	2	2	1	14	2	3	
1	A	HUD			x								1
2a	A	RHYA (current)				x							1
3	B	Dpt of Public Safety/OJP								x			1
4	B	DHS-OEO			x								1
5	B	Hlthy Trans			x								1
6	B	LTH	x		x								2
7	B	MN Hsg-FHPAP			x			x					2
8	C	DakCo Levy										x	1
9	C	Henn Access 1		x						x			2
10	C	Henn Access 2								x			1
11	C	Henn Discharge 1		x			x	x		x			4
12	C	Henn Discharge 2		x						x	x		3
13	C	Henn Family Reunification								x			1
14	C	Henn FHPAP 1			x					x			2
15	C	Henn FHPAP 2			x					x			2
16	C	Henn Hsg		x			x			x	x		4
17	C	Henn HPRP			x								1
18	C	Ramsey County Levy funds								x			1
19	C	Ramsey Emerg shltr srvcs								x			1
20	D	GTCUW Shelter			x					x			2
21	D	GTCUW Trans/Supp			x					x			2
22	D	GTCUW Yth Intervention								x			1
23	E	Larkin			x	x						x	3
24	E	Portland			x	x			x				3
25	E	Seattle			x	x							2
26	E	Vermont			x	x						x	3

[1]Grp: A=Federal, B=State, C=County, D=Private, E=Model program in U.S.

Redesign efforts of other communities

Portland, Oregon (separate program literature also available)

1. There have been two system redesigns - the latest was in 2008 and was brought on by the funders.
2. The system redesign was within one county, Multnomah, which includes the City of Portland. All of the service providers are located in Portland.
3. There are four main homeless youth programs in Portland, Oregon: Janus Youth Programs, Outside In, New Avenues for Youth and the Native American Youth & Family Association.
4. There is one program, Janus Youth Programs that provides street outreach for the homeless youth continuum.
5. One provider is providing emergency shelter-Janus Youth Programs which has 60 emergency shelter beds in addition to their Basic Center Program (Harry's Mother) which is focused mainly on family reunification.
6. Three agencies have TLP's (transitional housing) and what they call community housing which seems like supportive housing.
7. Three agencies provide schools on site and two provide employment programs.
8. There is a shared release among the continuum of providers and shared best practices and training.
9. The ED's meet monthly and case managers meet weekly-there is one case manager for each youth regardless of whatever services they access.
10. They have one common database - ServicePoint.
11. The youth are clients of the continuum not of an agency.

Summary of Services of each Provider in the Continuum
Janus Youth Programs (www.janusyouth.org)

1. Yellow Brick Road Street Outreach Program - uses volunteers to operate their street outreach teams.
2. Street Light Youth Shelter - short term shelter & two meals a day for 30 homeless youth between the ages of 14-24, youth must be working with a case manager from the continuum.
3. Porch Light Crisis Shelter - provides shelter for 30 youth ages 14-20 who need shelter for a short period of time, typically 2 weeks or less. Open only at night.
4. Bridge House Transitional Living Program - 7 units of transitional housing for youth 16-20, also takes in parenting youth.
5. Changes - scattered site housing for youth 16-20.
6. Access Center - screening and referral site for homeless youth ages 14-24.
7. Harry's Mother - 24 hour crisis line for youth & families; also has the juvenile reception center which is an alternative to detention program in Multnomah County: youth who are detained by the police for status or misdemeanor offenses are brought to the reception center; then the staff do an intake and work with the family/youth to prevent the youth from going into the juvenile detention system; the Garfield House-12 emergency shelter beds for youth 10 are open for any runaway and homeless youth and 2 are specifically for sexually exploited youth.

8. In late November Janus will also open up CSEC Residential Services which will have 7 emergency shelter beds for youth 14-17 who are being sexually exploited (though a collaboration with DHS & the FBI).

New Avenues for Youth (www.newavenuesforyouth.org)
1. Day services - meals, showers, laundry.
2. Drug & Alcohol Counseling.
3. Mental Health Counseling.
4. Education through full accredited high school.
5. Transitional Housing.
6. Career Training.
7. Have a partnership with Ben & Jerry's - there are a few stores in Portland that specifically partner with Avenues to provide all of the workers and they hire homeless youth only.

Native American Youth & Family Center (www.nayapdx.org)
1. Healing Circle-domestic violence prevention program.
2. Family Services-events & support groups for parents/children.
3. NAYA Family Center-academic and social opportunities for youth, educational student advocacy, weekly cultural nights, native clubs, case management, learning center/school, seasonal programming and camps, cultural arts classes, recreational program.
4. Homeownership & Financial Wellness Program-connects people to affordable home ownership opportunities, IDA accounts, budgeting.
5. Early College Academy-serves 9-12th graders students can earn their high school diploma while also earning up to two years of transferable college credits.

Outside In (www.OutsideIn.org)
1. Medical Clinic for all homeless populations; also has a mobile medical van, also has a trans clinic.
2. Drop-In center for homeless youth.
3. Educational programming-helps youth get their GED, etc.
4. Job training program for homeless youth.
5. Tattoo removal.

Seattle, Washington

1. In Seattle the four agencies that receive Federal DHHS-FYSB funding came together and approached the funders (Schultz Foundation and others) and said they wanted to streamline their homeless youth system and asked if they would fund them that way. The funders said yes-that they would fund all the agencies if they got together and figured out a system steamline/redesign.

2. The four homeless youth agencies (Auburn Youth Resources, Friends of Youth, Cocoon House & YouthCare) got together and mapped out their redesign based on the four federal outcomes of safety, permanent connections, well-being and self-sufficiency. The process for doing this was that the 4 ED's got together and talked honestly and openly about what each of their agency's strengths and weaknesses were and then mapped out what each agency does to create a continuum (the ED from YouthCare was the leader of this group). They then named themselves the "Puget Sound RHY Collaboration."

3. They did logic modeling with every program and then region wide.

4. They are currently developing a computer system that will feed into HMIS & RHYMIS and that can connect all the agencies together data wise-then they will be able to do data analysis by program and by region.

5. Safe Place is used as a general point of entry - any youth can walk onto a bus in Seattle and tell the bus driver they are a runaway or homeless and then the bus driver calls their dispatcher, the dispatcher then contacts YouthCare, YouthCare then sends out a youth worker to meet the youth at the next bus stop and brings them into services/shelter (this is a national model and Safe Place has other locations besides Seattle).

Summary of Services of each Provider in the Continuum
Auburn Youth Resources (ayr4kids.org)

1. Street Outreach.
2. Individual & Family Counseling.
3. Parent Child Interaction Training.
4. A variety of Mental Health Therapy Programs.
5. South King County Youth Shelter-9 bed emergency shelter for homeless youth 10-17.
6. Severson Program-7 unit scattered site TLP program for youth 18-24.
7. The Coming Up Program-30 unit scattered site housing program for 18-24 year olds in South King County.
8. Enumclaw Family Housing Complex-16 unit transitional housing program for low-income families in Enumclaw & Plateau.
9. Substance Abuse treatment Services-outpatient treatment groups, family based services, individual services, school & court order services, co-occurring services (w/ Mental Health), relapse prevention groups, substance abuse assessments, drug screens.

Friends of Youth (www.friendsofyouth.org)

1. Griffen Home Residential Treatment Center - teen boys that have sexual & conduct disorders.
2. Theraputic Foster Care.
3. Street Outreach.

4. Youth Haven - emergency shelter for 10 children referred by CPS that are between the ages of 11-17.
5. The Landing - emergency overnight shelter for youth 18-24, 30 night stay.
6. New Ground-TLP - they have three programs: one for mothers ages 18-21, one for single youth ages 18-21 and the other for young mothers/families/couples ages 18-24.
7. Supportive housing through scattered site apartments.

Cocoon House (cocoonhouse.org)
1. Way Out & Project Safe-Family Reunification Program - counseling, educational seminars, skill buildings.
2. Central (Everett): 8 bed emergency shelter.
3. Cocoon House North (Arlington): 6 bed emergency shelter, 30 day program.
4. TLP for youth 15-17, 16 unit congregate building.
5. Cocoon House East in Monroe, TLP for youth 18-20, 5 units.
6. U Turn - Drop-in Center.

YouthCare
1. Street Outreach (also does clinic transport w/ van).
2. James W. Ray Orion Center - drop-in center for youth 13-22.
3. Emergency Shelter w/ 12 beds for 12-17 year olds with 30 day max stay.
4. Casa De Los Amigos - emergency shelter w/ 20 beds for undocumented homeless youth between the ages of 12-17, 3-6 month stay.
5. James W. Ray Orion Shelter - emergency shelter for 18-24 year olds, 15 beds.
6. Pathways - 9 units of congregate TLP for 15-17 year olds, 2 year stay.
7. Passages - 8 units of congregate TLP for 18-21 yr. olds, 2 year stay.
8. Catalyst at Straley House - congregate 12 bed TLP 18-24 yr. olds, up to 18 mo. Stay, for youth that need more intensive services.
9. ISIS House - 10 units, LGBTQ, 18-21 year olds, TLP, 2 yr. stay.
10. Home of Hope - 10 2 bedroom apartments for 18-24 yr. olds, 2 yr. max stay.
11. Open Doors - 8 units of community based housing w/ rental assistance.
12. Education - on-site public school, GED, etc.
13. Employment training - tile project, barista training, youthtech (IT skills training-13 weeks), YouthBuild (6-12 mo. Training program in construction skills).
14. The Bridge: Emergency Shelter & TLP program/treatment for sexually exploited youth - shelter has 6 beds and TLP has 8 units, collaboration with local law enforcement & FBI.

Document abstracts & notes

National Youth in Transition Database:
Instructional Guidebook and Architectural Blueprint (June 2009)

This book was published by the American Public Human Services Association in conjunction with Chapin Hall at the University of Chicago and the Center for State Foster Care and Adoption Data. It is part of an effort to assist states to comply with National Youth in Transition Database (NYTD) requirements. Appendix D in the book includes baseline population questions and includes the following data areas (outputs):

1. Educational outcomes
   a) Current employed full or part-time
   b) Hourly pay
   c) How long employed
   d) Source of income – public assistance
   e) Highest educational degree
   f) Any college
   g) How youth pays for education
2. Permanent Relationships with Adults
   a) One adult in your life with whom you can go for advice or emotional support
   b) Connection to members of your biological family
   c) Have a relationship that is trusting, supportive, and unconditional with at least one adult
   d) Who in family are you closest with?
   e) What can the trusting person do for you? – list given
3. Housing
   a) Current living situation
   b) After paying for rent – do you still have enough to cover living expenses?
   c) How permanent is current housing
   d) Ever been homeless or couch hopped
4. Access to Health Care
   a) Medicaid
   b) Health insurance
   c) Extent of coverage of insurance
   d) Receiving treatment for alcohol or substance abuse
   e) Receiving counseling
5. Other
   a) Access to transportation
   b) Access to personal records and documents

European Journal of Homelessness (Vol. 1, Dec. 2007)
Measuring Quality of Services and Provisions in Homelessness

Quality Approach Framework: Structure, Process, and Outcome (services of general interest, personal social services) -- (a) crisis needs, (b) developmental needs, and (c) long-term needs.

Why look at quality: (a) to monitor and evaluate costs, (b) to ensure accountability, (c) to evaluate the progress of homeless services in meeting strategic goals. The Donabedian concept of quality: (1) structure relates to the tools and resources (physical and organizational settings); (2) The process of care – relationship between the characteristics of the care process and their consequences to the health and welfare of participants (considered as the primary object of quality assessment); (3) Outcomes are the tangible results of the actions undertaken.

Quality is defined as the suitability of a product or service for addressing a specific function or need.

> Outcomes- targets
> Output – achievements
> Throughput – process that is carried out
> Input – resources that can be mobilized

In measuring quality with homeless services – measurements can be taken at operational domain, organizational domain, or strategic domain.

HEARTH Act (New McKinney-Vento)

Federal Goal:
  (a) No one is homeless for more than 30 days

  and…

  (b) Reduction in length of homelessness episodes
  (c) Reducing recidivism back to homelessness
  (d) Reducing the number of homeless persons

The HEARTH Act requires HUD to evaluate Continuums of Care (CoCs) in the annual NOFA competition based on the following performance indicators:
  1) The length of time individuals and families remain homeless
  2) The extent to which individuals and families who leave homelessness experience additional spells of homelessness
  3) The thoroughness of grantees in the geographic area in reaching homeless individuals and families
  4) Overall reduction in the number of individuals and families who become homeless
  5) Jobs and income growth for homeless individuals and families
  6) Success at reducing the number of individuals and families who become homeless
  7) Other accomplishments related to reducing homelessness

The act shifts the following approaches:
  • Programs to systems approach
  • Shelter to prevention

- Transitioning Services to rapid rehousing
- Activities to outcomes

Journal of Public Health Management and Practice 2006, November (Suppl), S88-S94 – Measuring Youth Development Outcomes for Community Program Evaluation and Quality Improvement: Findings From Dissemination of the Rochester Evaluation of Asset Development for Youth (READY) Tool.

Article notes trend in field to research resiliency in youth and highlight programs that focus on caring adult relationships, decision making skills and other characteristics in a young person's life which offset the occurrence of negative outcomes – fully prepare all youth to lead productive lives and achieve their full potential. The goal was to develop a valid tool that could help local community programs measure positive youth development outcomes. A brief instrument that was easy to use and administer was not found, so the University of Rochester (NY) developed an instrument.

The READY tool focuses on <u>four outcomes</u>:
  (1) caring adult relationships (two underlying constructs – staff relationships and program effectiveness)
  (2) basic social skills (constructs measuring self-control, empathy, and communication)
  (3) decision making
  (4) constructive use of leisure time

Further information about tool can be found at: Klein, JD, Sabaratnam P, Matos M, et al. Development and factor structure of a brief instrument to access the impact of community programs on positive youth development: the Rochester Evaluation of Asset Development for Youth (READY) Tool. Journal of Adolescent Health. 2006; 39(2): 252-260.

Review of Outcome Tools for the Homeless Sector, Second Edition April 2010; Triangle Consulting for the London Housing Foundation

Look up:
A. The Regional Outcomes System for Yorkshire and Humberside (ROSYH) in England provides a model to allow housing support services to move away from measuring service activities and focus on outcomes for clients by measuring change in 14 support areas.

B. In Scotland, the government has funded research to find a model that can be introduced consistently at local authority level, to capture useful information locally that can then be used as a means of public reporting nationally (Housing Support Outcomes Matrix – four summary categories – accommodation, health, safety and security, and social and economic well-being).

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Appendix A: Minnesota RHYA grantees 2011

Total RHYA Funds for Minnesota Annually: $3,201,043 ($1,671,127 in the Metro).

Metro locations shown in **bold** text.

Name of Agency	Location	Activity Funded	Award Amount (Annual)
Ain Dah Yung	**St. Paul**	**Basic Center**	**$199,999**
Ain Dah Yung	**St. Paul**	**Transitional Living Program**	**$51,554**
Catholic Charities of St. Paul & Minneapolis-Hope Street	**Minneapolis**	**Transitional Living Program**	**$200,000**
Catholic Charities of St. Paul & Minneapolis-Hope Street	**Minneapolis**	**Basic Center**	**$200,000**
Evergreen House	Bemidji	Street Outreach	$100,000
Evergreen House	Bemidji	Transitional Living Program	$200,000
Evergreen House	Bemidji	Basic Center	$100,000
Face 2 Face Health & Counseling Service, Inc.	**St. Paul**	**Street Outreach**	**$100,000**
Freeport West	**Minneapolis & St. Paul**	**Street Outreach**	**$100,000**
Greater Minneapolis Council of Churches-Division of Indian Work	**Minneapolis**	**Maternity Group Home**	**$200,000**
Lutheran Social Service of Brainerd	Brainerd	Basic Center	$49,916
Lutheran Social Service of Brainerd	Brainerd	Street Outreach	$100,000
Lutheran Social Service of Duluth	Duluth	Basic Center	$100,000
Lutheran Social Service of Duluth	Duluth	Transitional Living Program	$200,000
Lutheran Social Service of Mankato	Mankato	Basic Center	$80,000
Lutheran Social Service of St. Paul-Life Haven	**St. Paul**	**Maternity Group Home**	**$200,000**
Minnesota Department of Human Services	St. Paul (sub-granted to Bois Forte & Leech Lake Reservations and Lutheran Social Service of Brainerd)	Rural Transitional Living Program/Independent Living Skills Program Demonstration Grant	$200,000
The Bridge	**Minneapolis**	**Basic Center**	**$168,496**
Youthlink	**Minneapolis**	**Street Outreach**	**$100,000**
Youthlink	**Minneapolis**	**Basic Center**	**$151,078**

Client Name: _____ ;   Date: _____   Client #: _____

DOMAIN	1 – In Crisis	2 - Vulnerable	3 - Safe	4 – Building Capacity	5 - Empowered
Income	No income.	Inadequate income and/or spontaneous or inappropriate spending.	Can meet basic needs with subsidy; appropriate spending. (Income supports w additional income needs)	Can meet basic needs and manage debt without assistance. (has balanced budget & expenses)	Income is sufficient, well managed; has discretionary income and is able to save.
Employment	No job.	Temporary, part-time or seasonal; inadequate pay, no benefits.	Employed full time; inadequate pay; few or no benefits.	Employed full time with adequate pay and benefits.	Maintains permanent employment with adequate income and benefits. (1 yr or more ongoing)
Housing	Homeless or threatened with eviction.	In transitional, temporary or substandard housing; and/or current rent/mortgage payment is Unaffordable (> 30% of income).	In stable housing that is safe but only marginally adequate.	Household is in safe, adequate subsidized housing.	Household is safe, adequate, unsubsidized housing.
Food	No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost food.	Household is on food stamps.	Can meet basic food needs, but requires occasional assistance.	Can meet basic food needs without assistance.	Can choose to purchase any food household desires.
Childcare *N/A if no age appropriate children*	Needs childcare, but none is available/accessible and/or child is not eligible.	Childcare is unreliable or unaffordable, inadequate supervision is a problem for childcare that is available.	Affordable subsidized childcare is available, but limited.	Reliable, affordable childcare is available, no need for subsidies.	Able to select quality childcare of choice.
Children's Education *N/A if no school age children*	One or more eligible children is not enrolled in school.	One or more eligible children enrolled in school, but not attending classes.	Enrolled in school, but one or more children only occasionally attending classes.	Enrolled in school and attending classes most of the time.	All eligible children enrolled and attending on a regular basis.
Adult Education / Literacy	Literacy problems and/or no high school diploma/GED are serious barriers to employment.	Enrolled in literacy and/or GED program and/or has sufficient command of English to where language is not a barrier to employment.	Has high school diploma/GED.	Needs additional education or training to improve employment situation and/or to resolve literacy problems to where they are able to function effectively in society.	Has completed education/training needed to become employable. No literacy problems.
Legal	Current outstanding tickets or warrants of other unresolved legal issues.	Current charges/trial pending, noncompliance with probation/parole/ legal issues impacting housing.	Fully compliant with probation/parole terms or working on other plan to resolve other legal issues.	Has successfully completed probation/parole within past 12 months, no new charges filed or recently resolved other legal issues.	No active legal issues in more that 12 months and/or no felony criminal history.
Health Care	No medical coverage with immediate need.	No medical coverage and great difficulty accessing medical care when needed. Some household members may be in poor health.	Some members have health care coverage (e.g. children on SCHIP or Medicaid, disabled on Medicare)	All members can get medical care when needed, but may strain budget.	All members are covered by affordable, adequate health insurance.

DOMAIN	1 – In Crisis	2 - Vulnerable	3 - Safe	4 – Building Capacity	5 - Empowered
Life Skills	Unable to meet basic needs such as hygiene, food, activities of daily living.	Can meet a few but not all needs of daily living without assistance.	Can meet most but not all daily living needs without assistance.	Able to meet all basic needs of daily living without assistance.	Able to provide beyond basic needs of daily living for self and family.
Mental Health	Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems.	Recurrent mental health symptoms that may affect behavior, but not a danger to self/others; persistent problems with functioning due to mental health symptoms.	Mild symptoms may be present but are transient; only moderate difficulty in functioning die to mental health problems.	Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning.	Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every day problems or concerns.
Substance Abuse	Meets criteria for severe abuse/dependence; resulting problems so severe that institutional living or hospitalization may be necessary.	Meets criteria for dependence; preoccupation with use and/or obtaining drugs/alcohol; withdrawal or withdrawal avoidance behaviors evident; use results in avoidance or neglect of essential life activities.	Use within last 6 months; evidence of persistent or recurrent social, work, emotional or physical problems related to use (such as disruptive behavior or housing problems); problems have persisted for at least one month.	Client has used during last 6 months, but no evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use; no evidence of recurrent dangerous use.	No drug use/alcohol abuse in last 6 months.
Family/Friends (Social) Relations	Lack of necessary support form family or friends; abuse (DV, child) is present or there is child neglect.	Family/friends may be supportive, but lack ability or resources to help; family members do not relate well with one another; potential for abuse or neglect.	Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate and support.	Strong support from family or friends. Household members support each other's efforts.	Has health/expanding support network; communication is consistently open.
Transportation Mobility	No access to transportation, public or private; may have car that is inoperable.	Transportation is available, but unreliable, unpredictable, unaffordable; may have car but no insurance, license, etc.	Transportation is available and reliable, but limited and/or inconvenient; drivers are licensed and minimally insured.	Transportation is generally accessible to meet basic travel needs.	Transportation is readily available and affordable; car is adequately insured.
Community Involvement (Club, Church, Team, Support Group, etc).	Not applicable due to crisis situation; in "survival" mode.	Socially isolated and/or no social skills and/or lacks motivation to become involved.	Lacks knowledge of ways to become involved.	Some community involvement but has barriers such as transportation, childcare issues	Actively involved in community.
Safety	Home or residence is not safe; immediate level of lethality is extremely high; possible CPS involvement	Safety is threatened temporary protection is available; level of lethality is high	Current level of safety is minimally adequate; ongoing safety planning is essential	Environment is safe, however, future of such is uncertain; safety planning is important	Environment is apparently safe and stable
Parenting Skills *N/A if no children*	There are safety concerns regarding parenting skills.	Parenting skills are minimal	Parenting skills are apparent but not adequate	Parenting skills are adequate	Parenting skills are well developed

Appendix C: Other materials available for reference

In addition to the materials included in this document, MYSR collected the following materials which are separately available for reference as needed:

1. Larkin Street Evidence-Based Practices for Serving Runaway and Homeless Youth
2. Larkin Street Overview
3. Lincoln Place Quarterly Report
4. Office of Justice Report Format
5. Office of Justice Youth Intervention Programs PostTest data thru 2011
6. Office of Justice Youth Intervention Programs PreTest data thru 2011
7. Office of Justice Youth Intervention Programs PostTest – paper
8. Office of Justice Youth Intervention Programs PreTest - paper
9. VCRHYP (Vermont Coalition of Runaway and Homeless Youth Programs) - Assets
10. VCRHYP (Vermont Coalition of Runaway and Homeless Youth Programs) - 2010 Annual Report
11. Youth Care 2010 Annual Report

Appendix D: Detailed outcome measures & categories

As described elsewhere in this document (see *Outcomes of funding streams & model programs*, page 7), MYSR used a survey process to gather information about the outcome measures of different funding streams and model programs. Then, in order to better see patterns in the overall information, MYSR assigned each reported outcome measure to one or more MYSR-defined categories based on the type of impact being measured. The following table lists all the outcome measures reported by funding streams and model programs, along with MYSR's category assignments for those measures.

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
			Total Counts (TC Funding Streams + Model Programs)	**8**	**10**	**14**	**35**	**9**	**6**	**10**	**26**	**22**	**14**	**12**	**9**	**23**	**5**	**8**	**6**	**12**	**12**
Twin Cities Funding Streams																					
1	A	HUD	The percent of formerly homeless individuals who remain housed in HUD permanent housing projects for at least 6 months will be at least 77%			X															
			The percent of homeless persons who have moved from HUD transitional housing into permanent housing will be at least 65%				X														
			The employment rate of persons exiting HUD homeless assistance projects will be at least 20%	X																	
2a	A	RHYA (current)	Family Reunification (Basic Center)				X														
			Strengthened Family Relationships (Basic Center)							X											
			Locate & Identify Street Youth & Connect them with Assessment & Services (Street Outreach)								X										
			Leave TLP Program into Stable Living Situation/Housing (TLP)				X														

Outcome Categories (MYSR defined)

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
2b	A	RHYA (moving toward)[2]	**Safety**																		
			Free from violence, abuse, neglect, harassment, stalking, exploitation and fear										x								
			Safety-physically, emotionally and mentally										x	x							
			Youth feel supported and protected from harm in relationships and in social settings										x								
			Permanent Connections																		
			Stable living situation				x														
			Solid, healthy relationships and connections with family, friends and mentors							x											
			Well-Being																		
			General good health									x			x						
			Access to treatment and care								x	x			x						
			Stable living arrangements				x					x									
			Educational experiences											x		x					
			Job satisfaction	x										x							
			Mental health stability												x						
			Social connectedness (social inclusion)				x			x		x		x							
			Self Sufficiency																		
			Moving from dependence to self-sufficiency									x									
			Develop knowledge and skills									x				x					
			Knowledge of community resources								x					x					
			Manage finances									x									
			Further education													x					
			Skills to take care of family									x					x				
			Contributions to community						x			x		x							
			Plans for the future									x		x					x		
3	B	Dpt of Public Safety/OJP	The key measures are determined by the grantees and then evaluated based on the measures they set up in their quarterly progress reports. These reports ask the grantees what activities they have provided and then how they are doing on the goals they set for themselves. However, the main goals of the program is to reduce juvenile crime and the number of juveniles served in the juvenile detention system.																		x

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
4	B	DHS-OEO	Housing Stability:																		
			Where did youth go when they exit			X	X														
			Where are youth at 6 months post exit? Are they still stably housed?			X	X														
			Self Sufficiency:																		
			Did the youth sign up for all benefits they are eligible for (lists out all benefits and which ones youth are signed up for)								X										
			Was there an increase in income between the entrance and exit of the program (record income levels at entrance/exit)?		X																
5	B	Hlthy Trans	Where did client go when they left the program			X	X														
			Did the youth complete an ILP plan								X	X				X					
			Did youth get their driver's permit or license								X	X				X					
			Can youth successfully navigate transportation system								X	X				X					
			Did they get their vital documents								X										
			Did males 18 or older apply for selective services registration																		X
			Did youth get employment	X																	
			Did youth graduate from high school or enroll in postsecondary													X					
			Did youth get medical and mental health care coverage								X				X						
			Did youth get disability income assistance								X	X									
			Did youth move into stable housing at program exit-were they at this stable housing 3 months after leaving the program				X														
			Did they get a connection to a caring adult (relative search, family group decision making, mentor, permanency pact)							X											
			Did youth get written notice of foster care benefits to age 21								X										
6	B	LTH	Length of Time in the Program & in Housing																	X	
			Increase in Income		X																

Outcome Categories (MYSR defined)

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
7	B	MN Hsg-FHPAP	Housing Stability				X														
			Employment	X																	
			Income Increase		X																
			Ability to provide Food for Self/Family								X	X					X				
			Child Care Needs are Met								X	X					X				
			Children's Education has Increased													X	X				
			Adult Education has Increased													X					
			Has Adequate Health Care Coverage								X	X			X						
			Increased Life Skills									X				X					
			Increased Positive Family/Social Relations							X											
			Has Transportation/Mobility									X									X
			Increased Community Involvement						X												
			Increased Parenting Skills									X					X				
			Resolving/Resolved Legal Issues									X						X			X
			Increased Mental Health Stability										X		X						
			Decreased Substance Abuse										X		X						
			Increased Level of Safety										X								
			Decreased disabilities									X									
			Return to Shelter					X													X
8	C	DakCo Levy	Rent payment			X												X			
			Lease compliance			X												X			
			Stable income		X																
			Increase education													X					
			20 hrs/wk productive																		X
			Health maintenance												X						
			Community supports								X	X		X							
			ILS skills increase													X					
			Stable housing/exit				X														X
9	C	Henn Access 1	# of Youth receive basic needs services								X										
			% of youth accessing YOC who access services beyond basic needs/drop in								X										
			% who have accessed YOC services beyond basic needs who have not become homeless within 1 year of turning 21					X													

Outcome Categories (MYSR defined)

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
10	C	Henn Access 2	# of youth contacts																	x	
			# youth contacts receiving emergency case management								x										
			# youth contacts receiving emergency case mgmt youth who are connected to ongoing services								x										
11	C	Henn Discharge 1	% of youth who improve their self sufficiency score on the HMIS Self-Sufficiency Grid									x									
			% of youth who have been active at least 3 months who move from their housing situation at referral into the least restrictive housing as appropriate for their needs				x														
			% of youth not be evicted during the program			x															
			% of youth who do not use county funded homeless shelters for at least 12 months after discharge from program					x										x			
12	C	Henn Discharge 2	% of youth will have some type of age appropriate employment experience while enrolled	x																	
			% of youth will have a tenant education certificate by the time they exit services													x					
			% of youth will have sufficient income to be stably housed by the end of services. (determined case by case)		x							x									
			% of youth will not use County funded adult homeless shelters for at least 12 months after they leave exit out of home placement					x													
13	C	Henn Family Reunification	% of youth are housed in stable housing (living with friends without a lease violation, in their own apartment, transitional or permanent supportive housing program, reunified with parents or other responsible family member/kin)				x														
			% of youth are reunified with their parents or other responsible family member				x	x													
14	C	Henn FHPAP 1	% of youth will secure permanent housing and will remain out of shelter at 6 months and 12 months				x	x													
15	C	Henn FHPAP 2	% of youth receiving reunification services will be reunified with their families or placed in age appropriate housing				x														
			% remaining stabilized for at least 6 months															x			
			% of youth served who were previously homeless will not have another episode of homelessness					x													

Outcome Categories (MYSR defined)

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
16	C	Henn Hsg	% of youth at discharge will have income sufficient to pay their rent and utilities and to provide for their basic needs		X							X									
			% of youth will not be evicted during the program and 1 year post			X															
			% of youth who move into stable housing				X														
17	C	Henn HPRP	% of youth will not use county funded homeless shelters for at least 12 months after discharge date					X													
			% of imminently homeless households will achieve stable housing without becoming homeless (at exit)			X	X	X													
			% of homeless households re-housed will not experience another episode of homelessness within one year of program exit					X													
18	C	Ramsey County Levy funds	Stabilize 40 American Indian youth and 15 other homeless and runaway youth in a safe and culturally supportive environment.										X	X				X		X	
			90% of shelter residents will have a Case Plan and will participate in counseling sessions and support groups to identify and address presenting issues.								X								X		
			90% of shelter residents will be provided a safe exit either through family reunification or placement in supportive transitional housing to prepare them for independent living or other permanency housing arrangements.				X						X								
			50% of discharged shelter residents will receive aftercare support designed to increase their know of and access to community resources relevant to their presenting issues and to strengthen their community and cultural connections.						X		X										
19	C	Ramsey Emergency shelter services	Bed nights provided																	X	
20	D	GTCUW Shelter	# served in shelter										X							X	
			# at exit who move into safe, stable housing				X														
			#served in shelter who make progress toward stability															X			
21	D	GTCUW Trans/Supp	# served in transitional/supportive housing																	X	
			# served who implement strategies for enhancing stability															X			
			# served who maintain safe/stable housing				X						X								
22	D	GTCUW Yth Intervention	# homeless youth/young adults who received information, resources/referrals from a youth outreach worker								X										

Outcome Categories (MYSR defined)

Model programs in U.S.[3]

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
23	E	Larkin	# of Youth who Received their GED	x												x					
			# of youth who obtained Employment	x																	
			# of youth registered for College/Post Secondary													x					
			# of Job Placements Made	x																	
			# of Youth Exiting Shelter/Transitional/PSH Housing Programs to a "Positive Living Situation"				x														
			% of Youth that Transition to Stable Housing				x														
			% of Youth Employed	x																	
			% of Youth that Advance Educationally													x					
24	E	Portland	Drop-In Center: Attendance/Numbers Served																	x	
			Case Management: Numbers Served & Average Caseload Size																	x	
			% of youth that establish one on one relationship with positive adult outside of the continuum							x											
			% of youth established a caring relationship with at least one continuum staff							x											
			% of youth reporting multiple opportunities to participate in meaningful activities, events and service projects						x												
			% of youth engaged in case management that participate in leadership experiences (refers to specific level of service in case management)						x												
			% of youth report case management staff has high expectations for their futures/success																x	x	
			% have completed eco-map in youth file/chart																		x
			% have eco-map that is updated and current within 6 month intervals																	x	x
			% of case management staff that receive annual training in motivational interviewing																	x	
			Congregate Transitional Housing:																		
			% of youth that exit the program to safe and stable housing				x						x								

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
			% of youth that exit the program to permanent housing (define permanent as any placement where they have not been given a timeline regarding how long they can stay)				x														
			% of youth who exit to permanent housing that remain in this housing 6 months after exiting program			x	x														
			% of youth who exit to permanent housing that are still in permanent housing 12 months after exiting program			x	x														
			Scattered Site Transitional Housing:																		
			% of youth that exit to permanent housing				x														
			% of youth that increase their income		x																
			% of youth that will receive entitlement benefits		x						x										
			% of youth that will demonstrate self-determination by achieving the majority of goals in their action plan by the time they exit the program																x		
			% of youth who exit to permanent housing and remain in permanent housing after 6 months of exit			x	x														
			% of youth who exit to permanent housing that remain in permanent housing after 12 months of exit			x	x														
			Mental Health Program:																		
			% of youth entering the program that will receive section 8 as necessary upon exit from the program		x						x										
			% of youth who know how to access public health insurance and associated mental health services								x				x						
			% of youth that will receive some form of entitlement benefits within 12 months as reported at exit		x						x										
			% of youth will meet the majority of goals outlined in their action plan as measured at exit																x		
			% of youth who exit the program to permanent housing that will remain in permanent housing 6 and 12 months after exit			x	x														
25	E	Seattle	Family Reunification				x														
			Increase in Life Skills Knowledge									x				x					
			Increase in Employment Skills/# of Youth that Receive Cisco Certification, Construction, etc.													x					
			Increase in Educational Level (# of youth receiving their GED or high school diploma, # of youth enrolled in post secondary)													x					
			Safe Exits into Stable Housing				x						x								

MYSR Environmental Scan (April 2012)

Outcome Categories (MYSR defined)

#	Grp[1]	Name	Outcome Measure	Employment maintained or improved	Income maintained or increased	Remain housed	Move to prm/stable/approp hsg; reunify	No return to shelter/ homelessness	Contributions to or involvement with community	Improved relationships or connections	Access to services established or improved	Maintained or improved self-sufficiency	Safety & harm reduction	Sense of wellbeing & feeling supported	Health-related (physical, mental, chemical)	Knowledge, education or skills related	Parenting related	Stability maintained or improved	Goal setting, Goal mastery, or Orientation to future	Internal program measure	Other
26	E	Vermont	# of youth encountered in street outreach that enter comprehensive runaway and family stabilization services								X										
			% of youth receiving services that exited to a safe living situation				X						X								
			They are currently in the process of determining new outcomes based on FYSB's																		
			They use an adapted version of the Search Institute's Developmental Assets (see below) for each youth and report these for their outcomes																		
			Individual Well-Being:																		
			I view myself as important											X							
			I can communicate at least one success in life											X							
			I am able to identify at least one positive goal for the future											X					X		
			I am significantly engaged in one or more healthy hobbies											X							
			I use positive coping skills to avoid risky behaviors									X	X	X							
			Interpersonal Relationships:																		
			I effectively use conflict resolution skills													X					
			I demonstrate effective verbal communication skills											X		X					
			I have positive relationships with one or more family members							X											
			I have positive relationships with one or more non-parent adults							X				X							
			I have one or more close friends							X											
			Social/Community Relationships:																		
			I feel safe in my community (including school)										X								
			I perceive that adults in my community value youth											X							
			I regularly engage in volunteer activity						X												
			I know how to access community resources								X					X					
			I respect others with diverse backgrounds, interests and traditions																		X
			I respect the needs, opinions and property of others																		X

[1]Grp: A=Federal, B=State, C=County, D=Private, E=Model program in U.S.
[2]RHYA (moving toward): New proposed measures are currently being developed.
[3]Model programs in U.S.: MYSR also received information from 4 additional programs, but too late to include in this chart. (See *Appendix E: Survey input* for survey detail.)

Appendix E: Survey input

Federal programs

	HUD Federal programs, including: • SHP/S+C (Supportive Housing Program / Shelter+Care)* • SRO (Single Room Occupancy)* • PSH (Permanent Supportive Housing) • THP (Transitional Housing Program) • SSO (Support Services Only) • ESG (Emergency Solutions Grant)** * in the process of being consolidated into one homeless assistance program per the HEARTH act of 2009 ** ESG is administered through state/local governments not HUD CoC funding process
Information Source	For Supportive Housing Program, Shelter + Care, Permanent Supportive Housing, Transitional Housing Program, Support Services Only, ESG: Sara Bergen, Minneapolis HUD Field Office, sara.j.bergen@hud.gov , 612-370-3000, ext. 2103
Target Population	All Homeless Populations (Youth, Families, Single Adults, Veterans) For PSH the funding serves only the disabled homeless per HUD definitions.
Program Services	Homeless Prevention (ESG), Street Outreach (ESG & SSO), Case Management (All), Emergency Shelter (ESG, S+C), Transitional Housing, Permanent Supportive & Supportive Housing
Goal Area (prevention, self sufficiency, housing)	Prevention, Housing, Self Sufficiency
Key Measures	1. The percent of formerly homeless individuals who remain housed in HUD permanent housing projects for at least 6 months will be at least 77%. 2. The percent of homeless persons who have moved from HUD transitional housing into permanent housing will be at least 65%. 3. The employment rate of persons exiting HUD homeless assistance projects will be at least 20%.
How it is collected	HMIS
Who it is collected on and when	Program Participants
How often collected	HMIS data is used to populate the APR (Annual Progress Report) that each grantee must submit once a year.
Performance Protocols	The APR's are aggregated and submitted to Congress.
MANDATED Y/N	Y
MANDATE DESC (if Mandated=Y)	1 - Federal legislative act 2 - Federal regulation

	RHYA FEDERAL
Information Source	Niki Lee, Program Specialist, Family and Youth Service Bureau, Department of Health and Human Services, niki.lee@acf.hhs.gov, 312-886-8242
Target Population	16-21, Single or Parenting Youth, Runaway & Homeless Youth 12-21, 12-17 BCP, 16-21 TLP/MGH, 12-21 for SOP *some grantees even serve 10 yr. olds
Program Services	Street Outreach, Basic Center (Emergency Shelter), Transitional Living Program, Maternity Group Home
Goal Area (prevention, self sufficiency, housing)	They have four main goal areas: Safety, Permanent Connections, Well-Being, Self Sufficiency

Key Measures	There are four main goal areas-specific goals/measurements are currently being developed by FYSB around the areas of:
	1. Safety
	   • Free from violence, abuse, neglect, harassment, stalking, exploitation and fear
	   • Safety-physically, emotionally and mentally
	   • Youth feel supported and protected from harm in relationships and in social

settings

   2. Permanent Connections
- Stable living situation
- Solid, healthy relationships and connections with family, friends and mentors

   3. Well-Being
- General good health
- Access to treatment and care
- Stable living arrangements
- Educational experiences
- Job satisfaction
- Mental health stability
- Social connectedness (social inclusion)

   4. Self Sufficiency
- Moving from dependence to self-sufficiency
- Develop knowledge and skills
- Knowledge of community resources
- Manage finances
- Further education
- Skills to take care of family
- Contributions to community
- Plans for the future

FYSB is going to email out the draft of proposed measurements and outcomes to all grantees for feedback-Beth H.A. will forward onto MYSRC group.

Main measures looked at currently (all collected through RHYMIS):
1. Family Reunification (Basic Center)
2. Strengthened Family Relationships (Basic Center)
3. Locate & Identify Street Youth & Connect them with Assessment & Services (Street Outreach)
4. Leave TLP/MGH Program into Stable Living Situation/Housing (TLP/MGH)

Please see this website for broader information on DHHS outcomes-not all outcomes listed on website are currently collected by RHYMIS though:
http://aspe.hhs.gov/hsp/homelessness/perf-ind03/ch4.htm

How it is collected	RHYMIS
Who it is collected on and when	Youth information is collected at entrance and exit of program they are in. Youth information is collected regularly throughout their status as a recipient of services. For SOP the timeframe could be a short period or a long period before joining a BCP/MGH/TLP. For BCP, 21 day stay, biannual reports will consist of many youths entrance, interim, exit and aftercare services data/info. The same is true for the 18 month (min. 3 + RHYMIS Reporting Periods at 6 months each).
How often collected	Reports are turned in by grantees to FYSB twice a year-October 15th and April 15th
Performance Protocols	Congressional authorizing & appropriations committees examine the goals, targets and performance measures during the funding & appropriations process each year and when new program directions are considered during the reauthorization process. OMB also rates the program for effectiveness based on a "Program Assessment Rating Tool (PART) which is an intensive review applied to all federal programs, Bi-Annual report to Congress which influences how Congress views the needs and issues of runaway and homeless youth and informs Congress on how the RHY budget is spent
MANDATED Y/N	Y
MANDATE DESC (if Mandated=Y)	1 - Federal legislative act 2 - Federal regulation

State programs

	Dept. of Public Safety / OJP programs, including: • Title II • Youth Intervention Programs • Juvenile Accountability Block Grant • etc.
Information Source	Greg Herzog, DPS-OJP, Gang Resistance Education & Training, greg.herzog@state.mn.us , 651-201-7319
Target Population	Youth who are at risk of being involved in the juvenile justice system or who are currently in the system.
Program Services	Title II, Youth Intervention Programs, Domestic Violence Programs, Gang Resistance Education and Training Program, Juvenile Accountability Block Grant, Secure our Schools Act Programs, Tribal Youth Programs, Title V Incentive Grants for Local Delinquency Prevention Programs
Goal Area (prevention, self sufficiency, housing)	Violence Prevention, Truancy Prevention, Juvenile Detention Diversion
Key Measures	The key measures are determined by the grantees and then evaluated based on the measures they set up in their quarterly progress reports. These reports ask the grantees what activities they have provided and then how they are doing on the goals they set for themselves. However, the main goals of the program are to reduce juvenile crime and the number of juveniles served in the juvenile detention system.
How it is collected	Quarterly Progress Reports-submitted electronically to OJP
Who it is collected on and when	Youth in the Programs
How often collected	Quarterly
Performance Protocols	Reports and evaluations written within OJP-sometimes used for federal reports and reports to the state legislature.
MANDATED Y/N	Y
MANDATE DESC (if Mandated=Y)	4 - State regulation 5 - State policy

	DHS-OEO Homeless Programs, including • RHYA State Law • Transitional Housing Program-State • Emergency Services Program-State • Emergency Solutions Grant (HUD Pass Through)
Information Source	Beth Holger-Ambrose, DHS-OEO, beth.holger-ambrose@state.mn.us, 651-431-3823
Target Population	16-21, Single Youth or Parenting Youth, Runaway & Homeless Youth
Program Services	Street Outreach, Drop-In Center, Emergency Shelter, TLP and Youth Supportive Housing
Goal Area (prevention, self sufficiency, housing)	Housing, Self Sufficiency
Key Measures	Housing Stability: 1. Where did youth go when they exited. 2. Where are youth at 6 months post exit? Are they still stably housed? Self Sufficiency: 1. Did the youth sign up for all benefits they are eligible for (lists out all benefits and which ones youth are signed up for). 2. Was there an increase in income between the entrance and exit of the program (record income levels at entrance/exit)?
How it is collected	HMIS
Who it is collected on and when	Youth in the programs and it is collected at the entrance, throughout their stay in the program, at exit and during a 6 month follow-up
How often collected	2 x year, Reports are due to the OEO on Aug. 15th and Feb. 15th every year

Performance Protocols	Aggregate statewide public report. Program level data used to inform program improvement and funding decisions.
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	*For ESG* 1 - Federal legislative act 2 - Federal regulation *For everything else:* 3 - State legislative act 4 - State regulation 5 - State policy

	Healthy Transitions
Information Source	Beth Holger-Ambrose (and/or Kathleen Hiniker), DHS-OEO, beth.holger-ambrose@state.mn.us , 651-431-3823
Target Population	Have to either be currently in foster care or between the ages of 18-21 and have aged out of foster care and have been in the system after 16th Birthday and be currently homeless
Program Services	Independent Living Skills, First Month Rent & Damage Deposit
Goal Area (prevention, self sufficiency, housing)	Self Sufficiency & Housing
Key Measures	Where did client go when they left the program, Did the youth complete an ILP plan, did youth get their driver's permit or license, can youth successfully navigate transportation system, did they get their vital documents, did males 18 or older apply for selective services registration, did youth get employment, did youth graduate from high school or enroll in postsecondary, did youth get medical and mental health care coverage, did youth get disability income assistance, did youth move into stable housing at program exit-where they at this stable housing 3 months after leaving the program, did they get a connection to a caring adult (relative search, family group decision making, mentor, permanency pact), did youth get written notice of foster care benefits to age 21
How it is collected	HMIS
Who it is collected on and when	Youth in the Programs throughout the Time they are in the Program
How often collected	Once a Quarter: Oct. 15th, Jan. 15th, April 15th and July 15th
Performance Protocols	Reports are used to monitor the effectiveness of the program and to inform grantees.
MANDATED Y/N	Y
MANDATE DESC (if Mandated=Y)	5 - State policy

	LTH
Information Source	Jane Lawrenz, DHS, jane.m.lawrenz@state.mn.us , 651-431-3844
Target Population	Homeless Youth who have been homeless 1 year or longer or 4 times within the past 3 years
Program Services	support services and case management
Goal Area (prevention, self sufficiency, housing)	Housing-get and keep people who are long term homeless in housing
Key Measures	Length of Time in the Program & in Housing, Increase in Income
How it is collected	HMIS, Co-Pilot (LTH) (all data is uploaded into HMIS)
Who it is collected on and when	Long Term Homeless Program Participants-upon entrance into program and throughout time in program
How often collected	Quarterly
Performance Protocols	Reports are used to monitor the effectiveness of the program and to inform grantees.
MANDATED Y/N	Y

MANDATE DESC (if Mandated=Y)	3 - State legislative act
	4 - State regulation
	5 - State policy

	Minnesota Housing-FHPAP
Information Source	Ji-Young Choi, Minnesota Housing, Ji-Young.Choi@state.mn.us, 651-296-9839
Target Population	Youth, Families, Single Adults, Veterans who are either currently homeless or at risk of becoming homeless
Program Services	Prevention, Damage Deposit/First Month's Rent, Short Term Rental Subsidies, Support Services
Goal Area (prevention, self sufficiency, housing)	Prevention & Housing
Key Measures	Housing Stability, Employment, Income Increase, Ability to provide Food for Self/Family, Child Care Needs are Met, Children's Education has Increased, Adult Education has Increased, Has Adequate Health Care Coverage, Increased Life Skills, Increased Positive Family/Social Relations, Has Transportation/Mobility, Increased Community Involvement, Increased Parenting Skills, Resolving/Resolved Legal Issues, Increased Mental Health Stability, Decreased Substance Abuse, Increased Level of Safety, Decreased disabilities

Return to Shelter |
How it is collected	HMIS, Self Sufficiency Matrix
Who it is collected on and when	Clients in the program throughout their time in the program
How often collected	Quarterly
Performance Protocols	Reports are used to monitor the effectiveness of the program and to inform grantees.
MANDATED Y/N	Y
MANDATE DESC (if Mandated=Y)	3 - State legislative act
	5 - State policy

Dakota County programs

	Dakota County Levy
Information Source	Eric Grumdahl, Dakota County Social Services, Eric.Grumdahl@CO.DAKOTA.MN.US , 651-554-5893
Target Population	-18-24 single youth Residents of Dakota County, eligible for levy or other funding
Program Services	Support Services
Goal Area (prevention, self sufficiency, housing)	-Supportive housing - Employment/education - Community resource
Key Measures	-Rent payment -Lease compliance -Stable income -Increase education -20 hrs/wk productive -Health maintenance -Community supports -ILS skills increase - Stable housing/exit
How it is collected	Site staff, varies
Who it is collected on and when	Client level and aggregate
How often collected	Monthly, quarterly, annually (TBD)
Performance Protocols	Several policies in place. Partners meet quarterly to improve service delivery. Annual outcome data typically is used in Board RBA's, however, current contract is for 3 years, thru 2012.
MANDATED Y/N	Y
MANDATE DESC (if Mandated=Y)	6 - Local legislation 8 - Local policy

Hennepin County programs

	Hennepin Access 1 (for homeless and precariously housed youth 13-20)
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Homeless and precariously housed youth 13 through 20
Program Services	Drop-In
Goal Area (prevention, self sufficiency, housing)	Access
Key Measures	# of Youth receive basic needs services % of youth accessing YOC who access services beyond basic needs/drop in % who have accessed YOC services beyond basic needs who have not become homeless within 1 year of turning 21
How it is collected	Provider files, Henn Co Shelter Data System
Who it is collected on and when	All youth during reporting period All youth within 1 year of turning 21
How often collected	Every 6 months
Performance Protocols	Aggregate, data used for program analysis and trend data and improvement
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin Access 2 (for youth 18-24 in adult shelters)
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Youth 18-24 in adult shelters in Hennepin County
Program Services	Outreach to youth in adult shelters, information and referral, basic needs
Goal Area (prevention, self sufficiency, housing)	Access
Key Measures	# of youth contacts # youth contacts receiving emergency case management # youth contacts receiving emergency case mgmt youth who are connected to ongoing services
How it is collected	Provider files
Who it is collected on and when	All youth during reporting period
How often collected	Every 6 months
Performance Protocols	Aggregate, data used for program analysis and trend data and improvement
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin Discharge From Systems 1 (for youth in case mgmnt who are exiting placement or homeless)
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Youth in Henn Co case management who are exiting placement or are homeless
Program Services	Life Coaching and housing subsidy
Goal Area (prevention, self sufficiency, housing)	Prevention/Housing

Key Measures	% of youth who improve their self-sufficiency score on the HMIS Self-Sufficiency Grid % of youth who have been active at least 3 months who move from their housing situation at referral into the least restrictive housing as appropriate for their needs % of youth not be evicted during the program % of youth who do not use county funded homeless shelters for at least 12 months after discharge from program
How it is collected	HMIS self-sufficiency grid Provider files MNCIS Henn Co shelter data system
Who it is collected on and when	Collected on youth 3 months active and youth at discharge
How often collected	Every 6 months
Performance Protocols	Aggregate data used for program analysis and improvement
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin Discharge From Systems 2 (for youth in foster care who will transition into adulthood from out-of-home placement)
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Youth in Henn Co foster care who will transition into adulthood from out of home placement
Program Services	Independent Living Skills
Goal Area (prevention, self sufficiency, housing)	Prevention/Self Sufficiency
Key Measures	% of youth will have some type of age appropriate employment experience while enrolled % of youth will have a tenant education certificate by the time they exit services % of youth will have sufficient income to be stably housed by the end of services. (determined case by case) % of youth will not use County funded adult homeless shelters for at least 12 months after they leave exit out of home placement
How it is collected	Provider files Sufficient Income Indicator Henn Co shelter data system
Who it is collected on and when	All served at exit
How often collected	Every 6 months
Performance Protocols	Aggregate data used for program analysis and improvement
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin Family Reunification
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Homeless or precariously housed youth 10 thru 20 in Henn Co
Program Services	Family Reunification/Conflict Resolution
Goal Area (prevention, self sufficiency, housing)	Prevention
Key Measures	% of youth are housed in stable housing (living with friends without a lease violation, in their own apartment, transitional or permanent supportive housing program, reunified with parents or other responsible family member/kin) % of youth are reunified with their parents or other responsible family member

How it is collected	Report from Provider files
Who it is collected on and when	All youth served during the reporting period
How often collected	Every 6 months
Performance Protocols	Aggregate, data used for program analysis and trend data and improvement, payment based on outcomes
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin Fhpap 1 (for rapid exit of homeless youth 16-21)
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Homeless youth 16 through 21
Program Services	Rapid Exit
Goal Area (prevention, self sufficiency, housing)	Housing
Key Measures	% of youth will secure permanent housing and will remain out of shelter at 6 months and 12 months
How it is collected	HMIS
Who it is collected on and when	All youth All youth who secure housing
How often collected	6 months and 12 months
Performance Protocols	Aggregate data used for trend analysis, program improvement and funding decisions
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin FHPAP 2 (for reunification of youth 13-21)
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Youth ages 13 through 21
Program Services	Reunification
Goal Area (prevention, self sufficiency, housing)	Prevention
Key Measures	% of youth receiving reunification services will be reunified with their families or placed in age appropriate housing % remaining stabilized for at lest 6 months % of youth served who were previously homeless will not have another episode of homelessness
How it is collected	HMIS and provider report
Who it is collected on and when	All youth served during reporting period
How often collected	Every 6 months
Performance Protocols	Aggregate data used for trend analysis, program improvement and funding decisions
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin Housing
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Homeless youth 16 thru 20

Program Services	Supported housing case management
Goal Area (prevention, self sufficiency, housing)	Housing
Key Measures	% of youth at discharge will have income sufficient to pay their rent and utilities and to provide for their basic needs % of youth will not be evicted during the program and 1 year post % of youth who move into stable housing % of youth will not use county funded homeless shelters for at least 12 months after discharge date
How it is collected	Sufficient Income Indicator MNCIS and Provider files Provider files Henn Co shelter data system
Who it is collected on and when	All youth, every 6 months and at exit on some
How often collected	Every 6 months
Performance Protocols	Aggregate, data used for program analysis and improvement
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Hennepin HPRP
Information Source	Judy Paul, Sr Planning Analyst, Contract Administration, Hennepin County, Judy.paul@co.hennepin.mn.us , 612.919.9957
Target Population	Youth and Households, at 30% of AMI or less, who are homeless or at risk of homelessness
Program Services	Case management and subsidies
Goal Area (prevention, self sufficiency, housing)	Prevention
Key Measures	% of imminently homeless households will achieve stable housing without becoming homeless (at exit). % of homeless households re-housed will not experience another episode of homelessness within one year of program exit
How it is collected	HMIS by provider
Who it is collected on and when	All served at exit
How often collected	Every 6 months
Performance Protocols	Aggregate data used for trend analysis, program improvement and funding decisions
MANDATED Y/N	NA (expires 6/2012)
MANDATE DESC (if Mandated=Y)	

Ramsey County programs

	Ramsey County Levy funds
Information Source (name, org, phone, email)	Janine Moore, Ramsey County Children and Family Services, 651-266-3882, Janine.moore@co.ramsey.mn.us
Target Population	Runaway and homeless American Indian and other youth
Program Services	Shelter, wrap around supportive services, relative and kinship searches, advocacy, tribal identification, transitional living, street outreach, after care and family services educations and employment support and cultural activities.
Goal Area (prevention, self sufficiency, housing)	Provide culturally specific shelter care and support services to homeless and runaway youth. Address presenting issues and other barriers to safety and wholeness. Provide safe exits to the youth served. Provide aftercare support once youth are discharged.
Key Measures	Stabilize 40 American Indian youth and 15 other homeless and runaway youth in a safe and culturally supportive environment. 90% of shelter residents will have a Case Plan and will participate in counseling sessions and support groups to identify and address presenting issues. 90% of shelter residents will be provided a safe exit either through family reunification or placement in supportive transitional housing to prepare them for independent living or other permanency housing arrangements. 50% of discharged shelter residents will receive aftercare support designed to increase their knowledge of and access to community resources relevant to their presenting issues and to strengthen their community and cultural connections.
How it is collected	Results are reported by the agency
Who it is collected on and when	Youth in served by ADY
How often collected	Unknown
Performance Protocols	Unknown
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	Ramsey Emergency shelter services for homeless youth
Information Source	Jim Anderson
Target Population	Homeless youth ages 18-21
Program Services	Overnight shelter, case management, meals
Goal Area (prevention, self sufficiency, housing)	Crisis Intervention
Key Measures	Bed nights provided
How it is collected	Agency submission
Who it is collected on and when	Shelter residents
How often collected	Annually
Performance Protocols	None established
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

Private foundation programs (selected)

	GTCUW - Shelter
Information Source	Marcia Fink, Greater Twin Cities United Way, finkm@unitedwaytwincities.org, 612-340-7413
Target Population	Unaccompanied homeless youth/young adults age 18-24
Program Services	Provide short term emergency housing and services for unaccompanied homeless or runaway youth.
Goal Area (prevention, self sufficiency, housing)	Intervention with elements of self-sufficiency
Key Measures	# served in shelter # at exit who move into safe, stable housing #served in shelter who make progress toward stability
How it is collected	GTCUW Annual Reports Also HMIS in 2012
Who it is collected on and when	All youth served during the reporting period Collected annually
How often collected	Annually in Feb/Mar
Performance Protocols	Data used to assess whether program is achieving goals; can inform future funding decisions
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	GTCUW – Transitional/Supportive Housing
Information Source	Marcia Fink, Greater Twin Cities United Way, finkm@unitedwaytwincities.org, 612-340-7413
Target Population	Unaccompanied single homeless youth/young adults
Program Services	Programs provide housing with a comprehensive array of supportive services designed to assist clients achieve and sustain housing stability and independence. Stays are 24 months and longer
Goal Area (prevention, self sufficiency, housing)	Stable housing/self sufficiency
Key Measures	# served in transitional/supportive housing # served who implement strategies for enhancing stability # served who maintain safe/stable housing
How it is collected	GTCUW Annual Reports Also HMIS in 2012
Who it is collected on and when	All youth served during the reporting period Collected annually
How often collected	Annually in Feb/Mar
Performance Protocols	Data used to assess whether program is achieving goals; can inform future funding decisions
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

	GTCUW – Youth Intervention Programs
Information Source	Marcia Fink, Greater Twin Cities United Way, finkm@unitedwaytwincities.org, 612-340-7413
Target Population	Unaccompanied homeless youth/young adults age 18-24
Program Services	Programs provide information, resources and/or referrals from a youth outreach worker
Goal Area (prevention, self sufficiency, housing)	Intervention
Key Measures	# homeless youth/young adults who received information, resources/referrals from a youth outreach worker
How it is collected	GTCUW Annual Reports
Who it is collected on and when	All youth served during the reporting period Collected annually
How often collected	UW does annual reporting (Feb/March of subsequent year)

Performance Protocols	Data used to assess whether program is achieving goals; can inform future funding decisions
MANDATED Y/N	N
MANDATE DESC (if Mandated=Y)	

Model programs (selected)

	Baltimore, MD: AIRS – Carriage House *Note: Due to the late arrival of information for this model program, this information was not included in the detailed analysis of key outcome measures or data reporting methods discussed elsewhere in this document.*
Information Source	Nancy M. Strohminger, AIRS/Empire Homes of Maryland/ City Steps, 410-576-5070 x12, nancy@airshome.org, Website: www.airshome.org
Target Population	Unaccompanied Homeless Youth
Program Services	Permanent Supportive Housing
Goal Area (prevention, self sufficiency, housing)	Housing

Key Measures	Housing:
	  1. Youth will remainin the program an average of 9 months (100%)
	  2. Youth will have a housing paln upon exiting the program (100%)
	  3. Youth will receive 12 months of After-care Services
	
	Education:
	  1. Youth will be referred to a GED Program or other appropriate educational setting for High School Diploma, if secondary educaiton was not completed (100%)
	  2. Youth will obtain GED or Diploma (50% program goal)
	  3. Youth entering the program with a GED or Diploma will receiveinformation and support in accessing post-secondary or vocational certificate program (50%)
	  4. Youth will complete Life Skills Training (100%)
	
	Income:
	  1. Youth will obtain Maryland State ID, birth certificate, and social security card (100%);
	  2. Youth will establish a savings account and make regular deposits based upon their personal budget (100%)
	  3. Youth will be able to acquire credit report and learn how to review it (100%).
	  4. Youth will establish a debt reduction plan if credit report shows outstanding balances (100%).
	  5. Youth will apply for entitlements (TCA, Food stamps, and medical assistance (100%).
	  6. Youth will receive information and support in accessing part-time employment or paid internships (50% program goal).
	
	Health:
	  1. Youth will obtain healthcare insurance coverage (100%)
	  2. Youth will receive annual medical and dental exams, also access to mental health and/or addiction assessments (100%)

How it is collected	Case managers enter all data separately into HMIS, RHYMIS, and ETO Social Solutions (online system from Baltimore now available nationwide). Attempts to get the 3 to talk to each other have been largely unsuccessful — any problems with implementation cause long headache discussions of who's the problem. ETO functions like an online medical record—very simple. Report functions and Queries are set up by me and ETO by design.
Who it is collected on and when	Youth Participants
How often collected	HMIS: at entry, exit and updated annually at least RHYMIS –Entry, Exit, Quarterly
Performance Protocols	

	Baltimore, MD: AIRS City Steps Transitional Housing *Note: Due to the late arrival of information for this model program, this information was not included in the detailed analysis of key outcome measures or data reporting methods discussed elsewhere in this document.*
Information Source	Nancy M. Strohminger, AIRS/Empire Homes of Maryland/ City Steps, 410-576-5070 x12, nancy@airshome.org, Website: www.airshome.org
Target Population	Unaccompanied Homeless Youth
Program Services	Transitional Housing
Goal Area (prevention, self sufficiency, housing)	Housing, Self Sufficiency

Key Measures	Youth will experience stable housing
	  1. Youth will remain in the program an average of 9 months (100%)
	  2. Youth will have a housing plan upon exiting the program (100%)
	  3. Youth will pass housing inspection with no corrections needed (95%).
	  4. Youth will be financially literate and able to personally budget their monthly income (establish baseline).
	  4. Youth will handle finances so there are no late rent/BGE turn-off notices (90%).
	
	Education:
	  1. Youth will be able to read and understand math at a ninth grade level (establish baseline).
	  2. Youth will obtain a GED or Diploma (65%).
	  3. Youth will receive information and support in accessing post-secondary education or vocational certificate program.
	  4. Youth will complete college degree (2 or 4 year) or an identified 'in demand' vocational certificate (25%).
	
	Income:
	  1. For all clients to apply for all basic entitlements they are eligible for - TCA, food stamps, MA - beginning before housing, and continuing throughout (100%).
	  2. Youth not on SSI/SSDI will participate in part-time or full-time employment (86%).
	  3. Youth will receive a living wage or have self-identified goals to achieve additional training, skills development, or education.
	
	Health:
	  1. Youth will obtain healthcare insurance coverage (100%)
	  2. Youth will receive annual medical and dental exams, also access to mental health and/or addiction assessments (100%).
	  3. Youth will improve his/her physical health status as demonstrated by at least one full physical exam, eye, and dental exam by time of discharge (100%).
	  4. Youth will reduce their level of harm in areas of unprotected sexual activity, alcohol consumption, chemical use and self-mutilation (baseline).
	  5. Youth will experience reduced levels of anxiety, depression and anger (baseline).
	
	Life Skills to maintain independent housing:
	  1. For all clients to have completed Life Skills Assessment and all recommended curriculum by and transitional housing (100%).
	  2. Youth will demonstrate age-appropriate competency on all domains of the Ansell-Casey Life Skills Assessment by discharge from housing (Establish baseline).
	
	Develop and maintain lasting relationship with a caring and nurturing adult:
	  1. Youth will have regular contact and emotional connection with a capable, caring adult. (baseline)
	  2. Youth will self-define their involvement and relationships with their families. (baseline)
	  3. Youth will have opportunities to learn and interact in positive ways with their familial and/or individual culture. (baseline)
	  4. Youth will have an opportunity to support or give back to the community or their peers (baseline).
	  5. Youth will lead lives of self-determination and improve their positive psychosocial

	development (establish baseline and system of measurement).
How it is collected	Case managers enter all data separately into HMIS and ETO Social Solutions (online system from Baltimore now available nationwide). Attempts to get the 2 to talk to each other have been largely unsuccessful — any problems with implementation cause long headache discussions of who's the problem. ETO functions like an online medical record—very simple. Report functions and Queries are set up by me and ETO by design.
Who it is collected on and when	Youth Participants
How often collected	HMIS: at entry, exit and updated annually at least
Performance Protocols	

	Baltimore, MD: AIRS Geraldine Youth Family Life Center (Transitional Housing) *Note: Due to the late arrival of information for this model program, this information was not included in the detailed analysis of key outcome measures or data reporting methods discussed elsewhere in this document.*
Information Source	Nancy M. Strohminger, AIRS/Empire Homes of Maryland/ City Steps, 410-576-5070 x12, nancy@airshome.org, Website: www.airshome.org
Target Population	Homeless Young Parenting Females
Program Services	Transitional Housing
Goal Area (prevention, self sufficiency, housing)	Housing, Education, Income, and Health

Key Measures	Education:
	  1. Youth will be referred to a GED Program or other appropriate educational setting for Diploma, if secondary education was not completed (100%).
	  2. Children will be enrolled in school and/or daycare whichever is age appropriate (100%).
	  3. Youth will obtain GED or Diploma (50% program goal).
	  4. Youth entering the program with a GED or Diploma will receive information and support in accessing post-secondary education or vocational certificate program (50%).
	  5. Youth will complete Life Skills Training (100%).
	
	Income/Employment
	  1. Youth will obtain MD ID, birth certificate for all household members including self, and social security cards for all household members including self (100%).
	  2. Youth will apply for all eligible benefits TCA, child support, food stamps, Medicaid, and Daycare Vouchers (100%).
	   3. Youth will obtain information and support in locating a childcare provider (100%).
	  4. Youth will establish a savings account and make regular deposits based upon their personal budget (100%).
	  5. Youth will be able to acquire credit report and learn how to review it (100%).
	  6. Youth will establish a debt reduction plan if credit report shows outstanding balances (100%).
	  7. Youth will receive information and support in accessing part-time employment or paid internship (50%).
	  8. Youth will be compliant with DSS Work Activity to receive continued benefits (80%).
	
	Health:
	  1. Children will receive health assessments (100%).
	  2. Youth and their children will receive annual medical and dental exams and access mental health and addiction services (100%).
	  3. Youth will participate in parenting classes (100%).
	
	Housing:
	  1. Youth will remain in the program for 24 months (100% program goal).
	  2. Youth will receive 12 month of After-care Services with monthly contact from staff.

	3. Youth will have a housing plan upon exiting the program.
	4. Youth exiting the program at the end of the 24 months with a good rental history and good standing in the program will receive a letter of recommendation which will be sent 30-days prior to program exit to the Site Base Section 8 Unit requesting a Housing Choice Voucher to be issued (100%)
How it is collected	Case managers enter all data separately into HMIS and ETO Social Solutions (online system from Baltimore now available nationwide). Attempts to get the 2 to talk to each other have been largely unsuccessful — any problems with implementation cause long headache discussions of who's the problem. ETO functions like an online medical record—very simple. Report functions and Queries are set up by me and ETO by design.
Who it is collected on and when	Program Participants (mothers and children)
How often collected	HMIS: at entry, exit and updated annually at least
Performance Protocols	

	Columbus, Ohio: Community Shelter Board *Note: Due to the late arrival of information for this model program, this information was not included in the detailed analysis of key outcome measures or data reporting methods discussed elsewhere in this document.*
Information Source	Lianna Barbu, Community Shelter Board, 614-221-9195 x 115, www.csb.org
Target Population	Single Adults, Families [outcomes not yet established for homeless youth]
Program Services	Homeless Prevention, Emergency Shelter
Goal Area (prevention, self sufficiency, housing)	Prevention, Self Sufficiency & Housing
Key Measures	Homeless Prevention: • At least 90% will maintain or obtain housing. • At least 50% of successful households have their housing affordability ratio, measured as cost of housing (rent and utilities) divided by the households income at exit, lower than 50% • % of households that receive other community resources will be consistent with prior performance • Not enter the emergency shelter system: less than 5% of those who have successful housing outcomes will enter shelter Emergency Shelter Tier I: • At least 30% of those contacting the central point of access will be diverted to other community resources. • At least 80% of those referred for intake into an emergency shelter will enter shelter. • Less than 10% of those diverted will enter shelter. • Obtain housing at standard below or greater if prior year(s) achievement was great: at least 25% for adult shelters, 70% for family shelters and 15% for inebriate shelter • Average Length of Stay: not to exceed 30 days for adults, 20 for families and 12 for inebriate shelter • Less than 5% of those who obtain housing will return to shelter • Less than 15% of those who exit the emergency shelter will immediately re-enter another shelter • At least 10% of inebriate shelter exits will enter a detoxification program Emergency Shelter Tier II: • At least 70% will obtain permanent or transitional housing • At least 50% of successful households have their housing affordability ratio, measured as cost of housing (rent and utilities) divided by the household's income at exit, lower than 50% • Average stay not to exceed 80 days • Less than 5% of those who obtain housing will return to shelter Outreach: • At least 70% have successful housing/shelter outcomes

- At least 50% of those obtain housing
- Less than 5% of those who obtain housing will return to shelter

Supportive Housing:
- At least 12 months for PSH-not to exceed 24 months
- At least 4 months for transitional housing
- At least 50% of successful households have their housing affordability ratio, as measured as cost of housing (rent and utilities) divided by the household's income at exit, lower than 50%
- At least 20% of households exiting will have employment
- AT least 90% will have successful housing outcomes
- Less than 5% that of successful housing outcome households will return to shelter
- Less than 20% will leave for non-compliance or disagreement with rules
- At least 81% of persons remain in permanent supportive housing for at least 6 months
- At least 45% of tenants in PSH increase their income, 50% in THP

Rapid Re-Housing:
- At least 50% of successful households have their housing affordability ratio, as measured as cost of housing (rent and utilities) divided by the household's income at exit, lower than 50%
- 70% complete vocational or other training by the time they exit the program
- 65% of households have employment at exit from the program
- At least 90% have successful housing outcomes
- Less than %5 of those that have successful housing outcomes will return to shelter

All Housing Programs:
- At least 42% of households served will have their SSI/SSDI applications submitted
- At least 58% of households will have their other benefits applications submitted
- At least 40% of submitted SSI/SSDI applications have a favorable resolution

How it is collected	HMIS
Who it is collected on and when	The program participants & it's entered daily.
How often collected	Entered Daily
Performance Protocols	CSB provides the community reports to providers but providers also have the option of running their own program level reports, reports are also distributed broadly in the community and are available on the CSB website

	Larkin Street: San Francisco
Information Source	Dina Wilderson, PhD, Chief of Research and Evaluation, Phone: 415.673.0911
Target Population	At-Risk, Runaway and Homeless Youth Ages 12-24
Program Services	Street Outreach, Drop-In Centers, Emergency Shelter Programs, Transitional Housing (both congregate and scattered site), Transitional Housing for HIV Positive Youth and LGBTQ Homeless Youth, Permanent Supportive Housing, Health Services, Counseling (13 different sites with 25 different programs)
Goal Area (prevention, self sufficiency, housing)	Self Sufficiency & Housing
Key Measures	# of Youth who Received their GED, # of youth who obtained Employment, # of youth registered for College/Post Secondary, # of Job Placements Made, # of Youth Exiting Shelter/Transitional/PSH Housing Programs to a "Positive Living Situation" 3 Main Outcomes: % of Youth that Transition to Stable Housing; % of Youth Employed; % of Youth that Advance Educationally
How it is collected	Internal System, HMIS, RHYMIS, they had a PhD on Staff that Heads their Research & Evaluation Department
Who it is collected on and when	Youth at Various Times including program entrance & exit

How often collected	Monthly & Quarterly (Monthly: Program & Grant Manager Reports) Quarterly: (Program Evaluation, Strategic Plan), Annual Program Reports
Performance Protocols	Reporting to Funders & Internal Staff, Support for Programmatic Goal Setting & Dissemination Activities

	Portland Homeless Youth Continuum
Information Source	Mollie Janssen, New Avenues, Program Director, mjanssen@newavenues.org , 503-224-4339
Target Population	14-25 (although target is 15-23), Runaway and Homeless Youth, Current Average age of Client is 19 ½
Program Services	Street Outreach, Drop-In, Emergency Shelter, TLP, Supportive Housing, Education/Employment Services
Goal Area (prevention, self sufficiency, housing)	Self Sufficiency, Housing
Key Measures	Drop-In Center: Attendance/Numbers Served Case Management: Numbers Served & Average Caseload Size • % of youth that establish one on one relationship with positive adult outside of the continuum • % of youth established a caring relationship with at least one continuum staff • % of youth reporting multiple opportunities to participate in meaningful activities, events and service projects • % of youth engaged in case management that participate in leadership experiences (refers to specific level of service in case management) • % of youth report case management staff has high expectations for their futures/success • % have completed eco-map in youth file/chart • % have eco-map that is updated and current within 6 month intervals • % of case management staff that receive annual training in motivational interviewing Congregate Transitional Housing: • % of youth that exit the program to safe and stable housing • % of youth that exit the program to permanent housing (define permanent as any placement where they have not been given a timeline regarding how long they can stay) • % of youth who exit to permanent housing that remain in this housing 6 months after exiting program • % of youth who exit to permanent housing that are still in permanent housing 12 months after exiting program Scattered Site Transitional Housing: • % of youth that exit to permanent housing • % of youth that increase their income • % of youth that will receive entitlement benefits • % of youth that will demonstrate self-determination by achieving the majority of goals in their action plan by the time they exit the program • % of youth who exit to permanent housing and remain in permanent housing after 6 months of exit • % of youth who exit to permanent housing that remain in permanent housing after 12 months of exit Mental Health Program: • % of youth entering the program that will receive section 8 as necessary upon exit from the program • % of youth who know how to access public health insurance and associated mental health services • % of youth that will receive some form of entitlement benefits within 12 months as reported at exit • % of youth will meet the majority of goals outlined in their action plan as measured at exit • % of youth that will meet the majority of goals outlined in their action plan as

	measured at exit • % of youth who exit the program to permanent housing that will remain in permanent housing 6 and 12 months after exit
How it is collected	Service Point , HMIS & RHYMIS (for some things)
Who it is collected on and when	On youth in the programs-at entrance, on-going, exit, 6 and 12 months after exit
How often collected	Monthly for internal monitoring, quarterly for external funders/county, etc.
Performance Protocols	County (every quarter), other funding reports as needed

	Seattle Model
Information Source	Melinda Giovengo, PhD, Executive Director, (206) 694-4500, Melinda.giovengo@youthcare.org
Target Population	12-24, Runaway and Homeless Youth, Sexually Exploited Youth
Program Services	Street Outreach, Drop-In Center, Emergency Shelter, Transitional Housing (TLP)
Goal Area (prevention, self sufficiency, housing)	They use FYSB's Four Goal Areas: Safety, Permanent Connections, Well-Being, Self Sufficiency
Key Measures	• Family Reunification • Increase in Life Skills Knowledge • Increase in Employment Skills/# of Youth that Receive Cisco Certification, Construction, etc. • Increase in Educational Level (# of youth receiving their GED or high school diploma, # of youth enrolled in post secondary) • Safe Exits into Stable Housing
How it is collected	HMIS & RHYMIS (currently working on a way to connect the two together)
Who it is collected on and when	On Youth in the Program at entrance, while in the program and at exit
How often collected	RHYMIS-Twice a Year
Performance Protocols	For Funders, Internal Use

	Vermont Coalition of RHY Programs
Information Source	Calvin Smith, Director, (802) 229-9151, vcrhyp.org, csmith@vcrhyp.org
Target Population	Use Basic Center/TLP guidelines for ages (12-21)
Program Services	13 agencies state-wide make up this coalition-street outreach, emergency shelter, transitional housing, mental health care, substance abuse assessment and treatment
Goal Area (prevention, self sufficiency, housing)	Prevention, Self Sufficiency and Housing
Key Measures	# of youth encountered in street outreach that enter comprehensive runaway and family stabilization services, % of youth receiving services that exited to a safe living situation They also use an adapted version of the Search Institute's Developmental Assets (see VCRHYP Assets document) for each youth and report these for their outcomes. They are currently in the process of determining new outcomes based on FYSB's.
How it is collected	VCRIP (web based shared IT system), does not upload into HMIS or RHYMIS-they do this as well, but they are able to use VCRIP to upload Medicaid Claim/Payment Info.
Who it is collected on and when	Youth in the Program-entrance, throughout & exit
How often collected	Monthly, Quarterly, Annually
Performance Protocols	Funding Reports, Legislative Actions, Billing (Medicaid), Internal Use