



Homelessness Prevention: Balancing Funder Demands with Continuous Quality Improvement at Good Shepherd Services

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October 2, 2012



AGENDA

- About Good Shepherd Services
 - Our Approach to Program Evaluation
 - Chelsea Foyer Program
 - Performance Lifecycle
 - Other Ways We Use Data
 - Q & A
-

WHO WE ARE



Good Shepherd Services is a youth development, education, and family service organization in New York City.

Our mission is to provide vulnerable youth and their families with the services and supports they need to make a safe passage to self-sufficiency.



WHAT WE DO

A multi-service agency, we operate two networks of community-based youth development, education, youth justice, and family service programs in Brooklyn and the Bronx; group homes for adolescents; supportive housing for young adults; foster care and adoption services; and an in-service professional training program.

27,122

participants were served through

81

programs operated across

3

boroughs (Brooklyn, Bronx, Manhattan).





HOW WE WORK

We surround vulnerable youth and their families with a variety of services that keep youth connected to family, school, and the community.

- Strengths-Based Approach
 - Wrap-Around Services
 - Commitment to Community
 - Partnership/Shared Resources
-



APPROACH TO EVALUATION

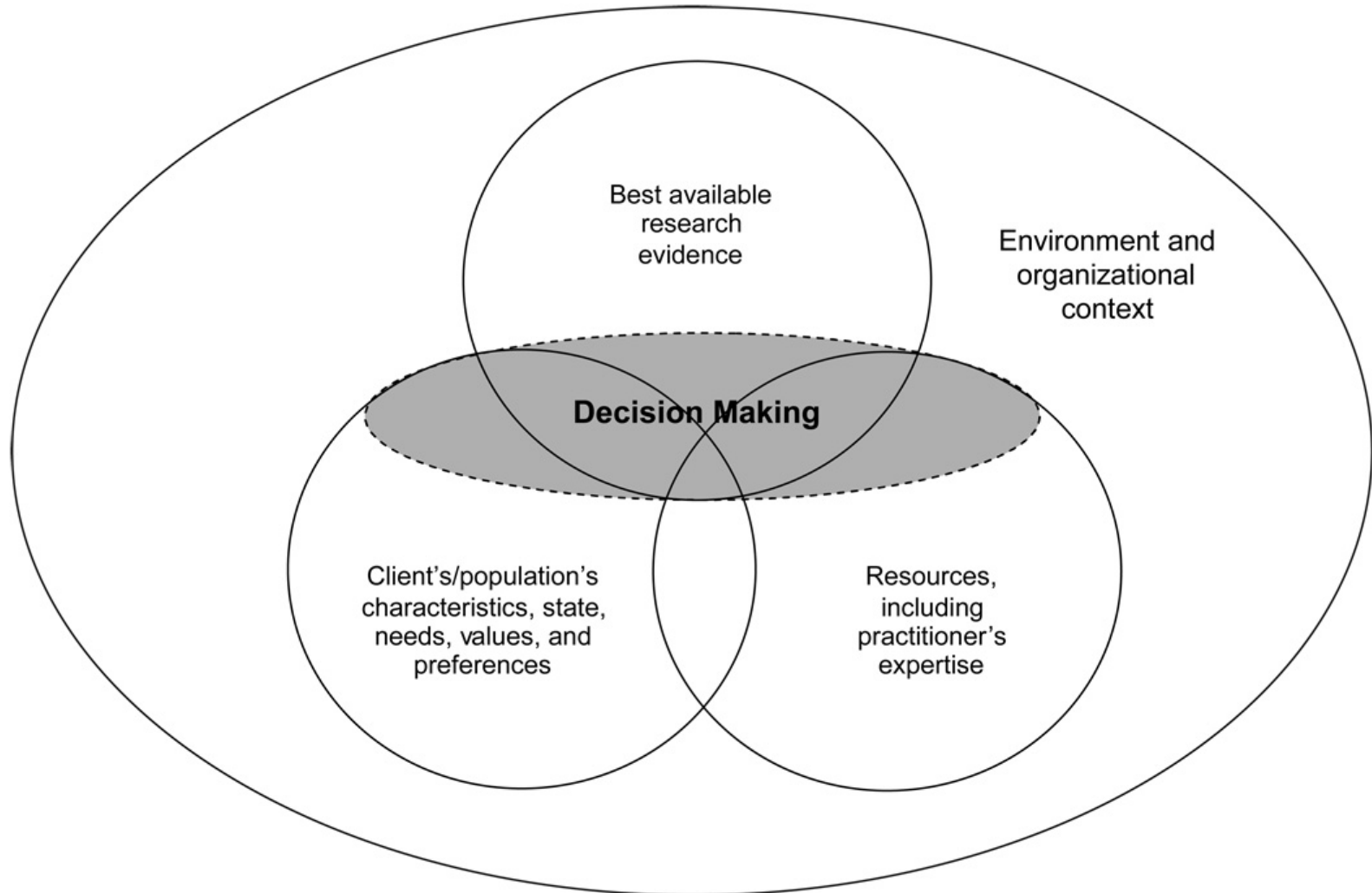
We are a learning organization committed to continuous quality improvement.

Across all of Good Shepherd Services' programs, we assess positive impact by focusing on three core Youth Development Outcomes:

- Safety
 - Belonging
 - Skill-building
-

APPROACH TO EVALUATION

Transdisciplinary Model of Evidence-Based Practice





CHELSEA FOYER

Program Overview

- Opened in 2004. Based on Foyer model developed in the UK
 - Provides 40 homeless, runaway, and foster care youth, ages 18-25, with supported transitional housing
 - Funding from multiple public & private contracts
 - Residents participate in a personalized program of services for up to 24 months
 - ***Services infused with Good Shepherd's signature strength-based youth development practices***
-



Key Program Components

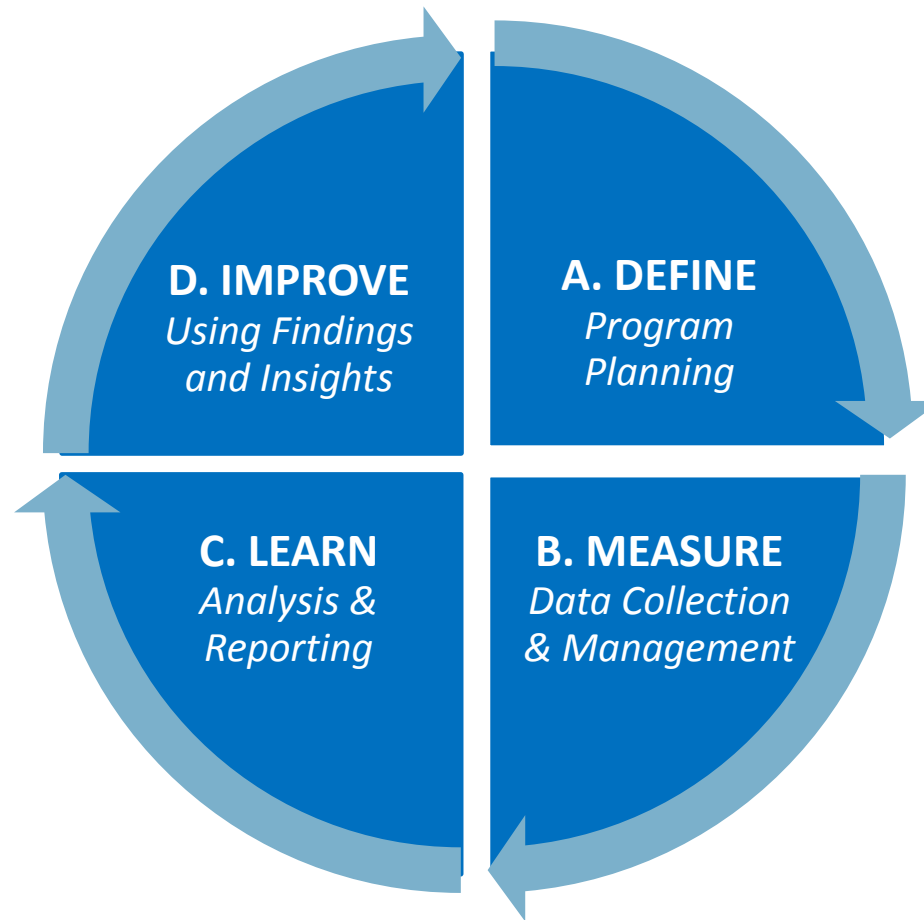
- Rigorous Application Process
- Contract and Action Plan
- Limited Structure/High Expectations
- On-Site Support Services
- Program Fee
- Workforce Development Culture

On-Site Support Services

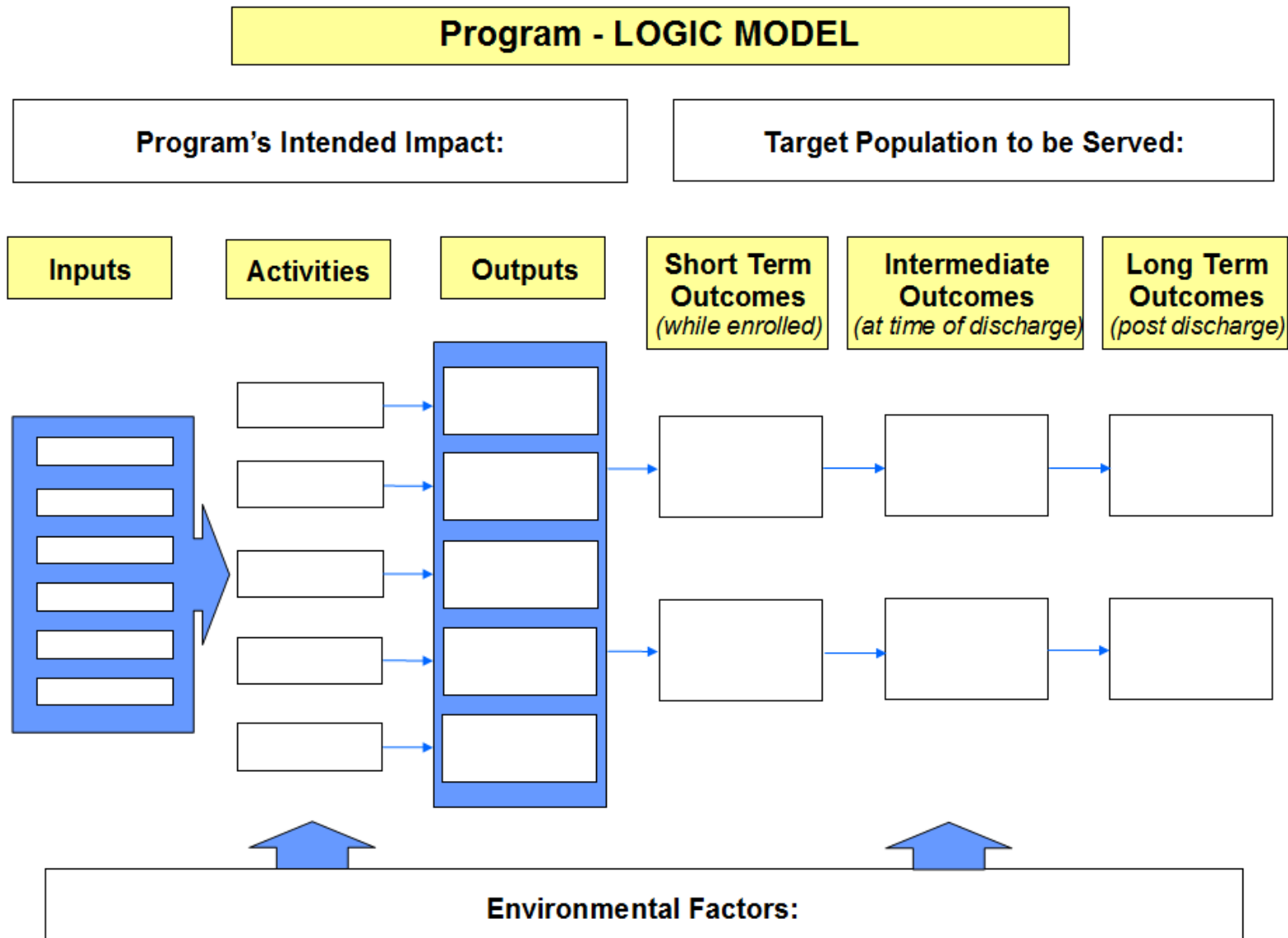
- Case Management Services
- Life-Skills Development
- Workforce Development
- Community Building
- Housing and Aftercare Services



PERFORMANCE MANAGEMENT LIFECYCLE



A. DEFINE:



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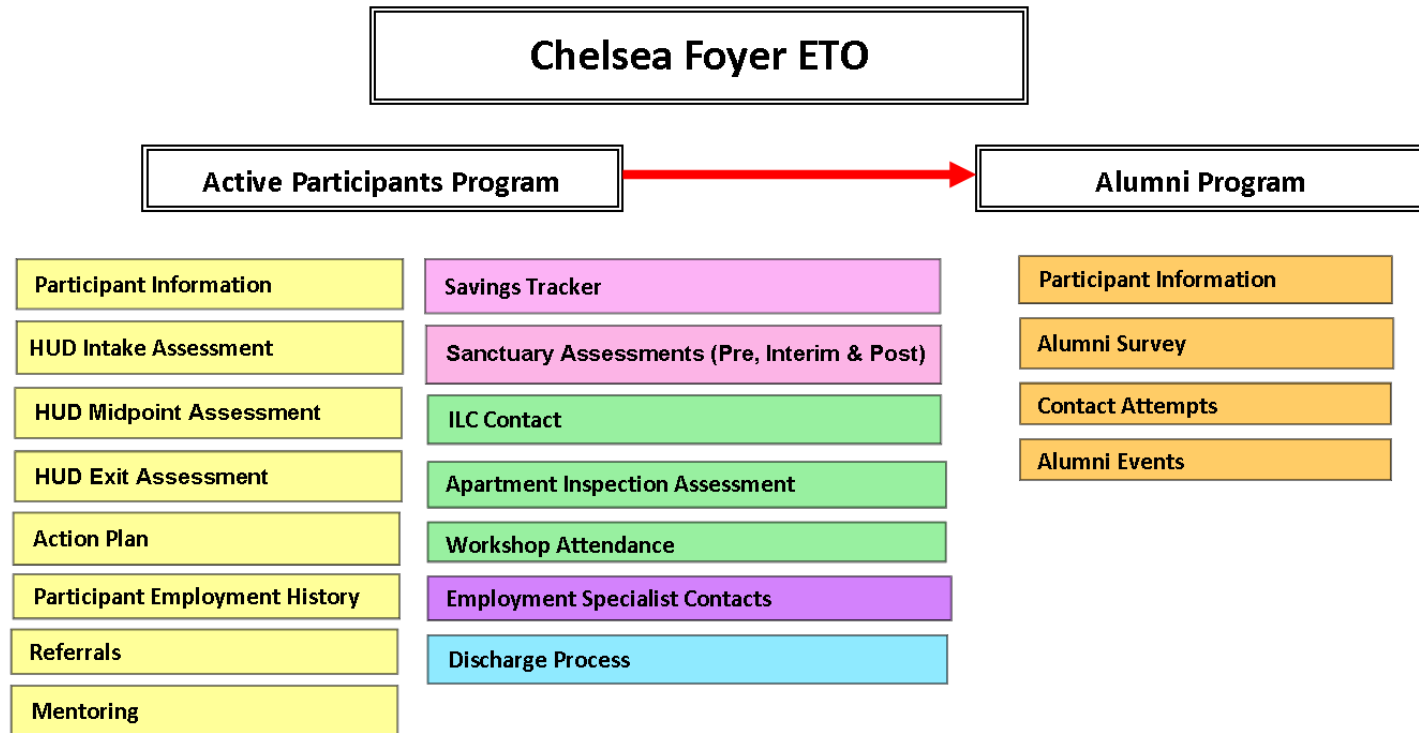
Chelsea Foyer Outcomes		
Short-Term <i>(while enrolled)</i>	Intermediate <i>(at discharge)</i>	Long-Term <i>(post-discharge)</i>
Safety & Security	Money Management	Stable Housing
Engagement	Housing	Income Source
Money Management	Employment	Financial Self-Sufficiency
Housing	Education	
Employment	Connections	
Education	Resources	
Connections		

A. DEFINE:







TOOL FOR ORGANIZING AND STREAMLINING FUNDER OUTCOMES

Outcome	Funding Source	Target	Result from last Report	Eligibility Information
Community Engagement Outcomes				
Educational Outcomes				
Short-Term (in program)				
Intermediate (at discharge)				
Employment Outcomes				
Intermediate (at discharge)				
Long-Term (post-discharge)				
Financial Security Outcomes				
Short-Term (in program)				
Intermediate (at discharge)				
Long-Term (post-discharge)				
Housing Outcomes				
Intermediate (at discharge)				
Long-Term (post-discharge)				

B. MEASURE:




LEGEND:

- | | |
|---|---|
|  Office Manager |  Volunteer/Intern |
|  Case Managers |  Employment Specialist |
|  Independent Living Counselors | |
|  Program Manager | |

B. MEASURE:



PARTICIPANT ACTION PLAN

ETOSOFTWARE® 



Welcome Barbara Alcantara - Chelsea Foyer: **Active Participants** (Change Program)

[New](#) [Quick Search](#) [To Do List](#) [Messages \(New\)](#) [My Favorites](#) [My Dashboard](#) [Reporting Dashboard](#)

Enter Search Term(s) within **Participant** in **Active Participants** [Search](#)


Record Participant Effort

Point of Service Information


Participant:	Participant Name
Point of Service / Activity:	Action Plan
* Contact Location / Method:	--Select Location / Method--
Date of Last Contact:	Recorded on 5/11/2012
* Date of Contact:	5/24/2012 
Date of Next Contact:	

Effort Qualifiers


Action Plan Skill Sets Covered:	<input type="checkbox"/> Career Planning	<input type="checkbox"/> Commitment for Stable Housing
	<input type="checkbox"/> Community Systems, Services & Transportation	<input type="checkbox"/> Interpersonal & Social
	<input type="checkbox"/> Legal Rights & Responsibilities	<input type="checkbox"/> Mental, Physical & Sexual Health
	<input type="checkbox"/> Money Management	

School Status 


* Value: **Attending College FT**
A value of "Not attending school at this time" was recorded for 5/11/2012.

Attainment of GED or High School Diploma 

* Value: ☒ Yes ☐ No
A value of "Yes" was recorded for 5/11/2012.

Degrees and Certificates Earned 

* Value: **N/A**
A value of "N/A" was recorded for 5/11/2012.

Health Insurance Provided By 

* Value: **Medicaid**
A value of "Medicaid" was recorded for 5/11/2012.

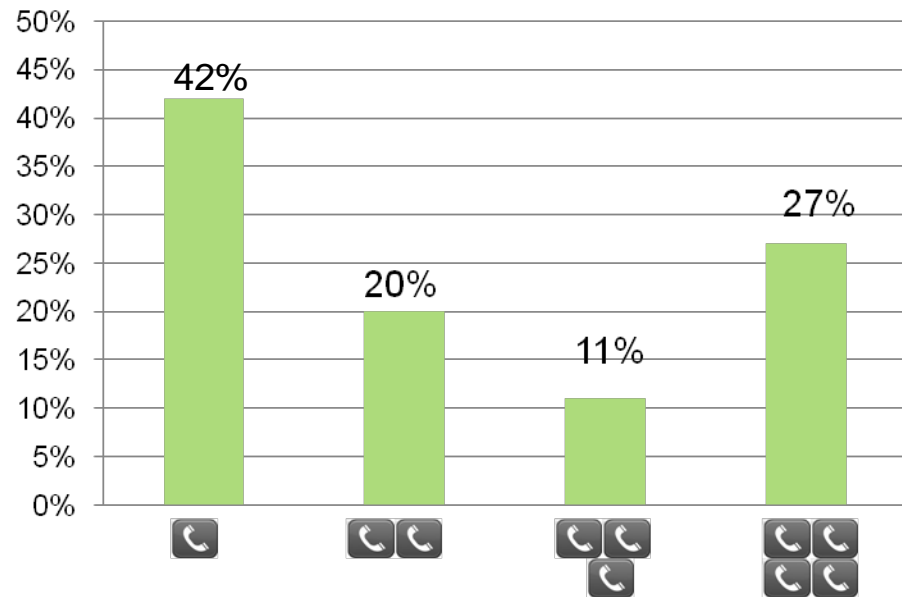
B. MEASURE:

Alumni Data Quality Analysis

Hunch: Once you try unsuccessfully to contact an alumnus, it is unlikely that you will reach him/her in the future.

Data Revealed:
False.

Action: Persistence and planning pay off.



Survey Completed, Contact

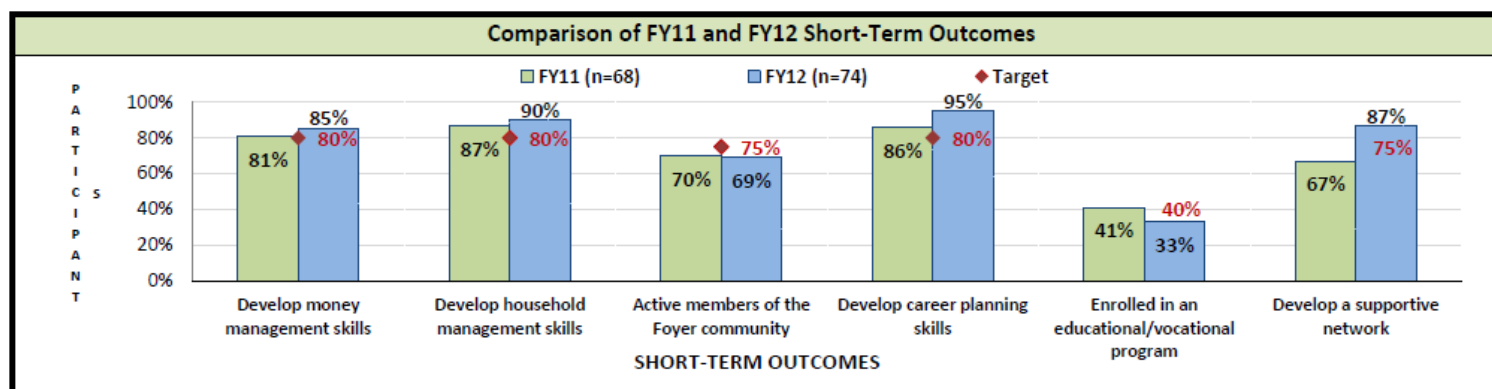
C./D. LEARN AND IMPROVE:

Good Shepherd Services - Chelsea Foyer FY 12 Outcomes Progress Report (July 2011 - June 2012)

Outcomes Progress Report	Demographics and Background Information	
<p>The Fiscal Year 2012 outcomes progress report includes participants served between 7/1/11 and 6/30/12 at Chelsea Foyer. During this period, 74 participants resided at Chelsea Foyer. Of the 74, 36 were discharged during the year. The average length of stay for these 36 participants was 11.3 months.</p> <p>Data Sources: The data for the outcomes progress report comes from the Efforts to Outcomes (ETO) database as well as results from Participant Satisfaction Surveys, Alumni Surveys and Agency incident data. During the report period, 31 participants completed Participant Satisfaction Surveys (Response Rate = 78%). During the report period, 36 alumni completed surveys. Of these, 27 completed the program. Alumni Survey data for all 36 former participants is included in the long-term outcomes.</p> <p>Report Sections: This report has four sections. The first page provides demographic and background information. The second page provides outputs for the year, as well as the averages for FY11. Pages 3-5 provide outcomes data, as well as a chart comparing FY12 intermediate outcomes to the FY11 averages. Pages 6-10 include appendices of participant lists with relevant details.</p> <p>Questions & Feedback: This report was prepared by PEP. For questions, please contact Barbara Alcantara.</p>	Age	Gender
	Referral Designation	Foyer Composition
Target Population		
Young adults ages 18-25 who are homeless, at-risk of homelessness or aging out of the foster care system.		
Intended Impact		
While residing at the Chelsea Foyer, participants will acquire the necessary skills to become self-sufficient.		

C./D. LEARN AND IMPROVE:

SHORT-TERM OUTCOMES		
<i>Includes 74 participants residing at the Foyer during FY12 except where noted</i>		
Outcome	Target	%
<u>SAFETY:</u> Participants will feel safe and secure in the Foyer community <i>PSS: "Overall I feel safe and secure at the Chelsea Foyer"</i> <i>(% Calculated out of 31 participant satisfaction survey responses during the year)</i>	80%	97%
<u>MONEY MANAGEMENT:</u> Participants will develop money management skills <i>ETO: # Participants making at least one payment during each quarter.</i>	80%	85%
<u>HOUSING:</u> Participants will develop household management skills <i>ETO: # Participants passing 75% of apartment inspections during the quarter</i> <i>(% Calculated out of participants with apartment inspections during each quarter)</i>	80%	90%
<u>ENGAGEMENT:</u> Participants will be active members of the Foyer community <i>ETO: One Action Plan, one ILC Contact per month PLUS one workshop per quarter.</i> <i>(% Calculated out of participants residing at the Foyer at least 14 days out of each quarter)</i>	75%	69%
<u>EMPLOYMENT:</u> Participants will develop career planning skills <i>ETO: # Participants employed or working with employment specialist.</i>	80%	95%
<u>EDUCATION:</u> Participants will be enrolled in an educational/vocational program <i>ETO: # Participants indicated as enrolled in school at least once during each quarter.</i>	40%	33%
<u>CONNECTIONS:</u> Participants will develop a supportive network <i>ETO: Supportive network of at least one individual.</i>	75%	87%



C./D. LEARN AND IMPROVE:

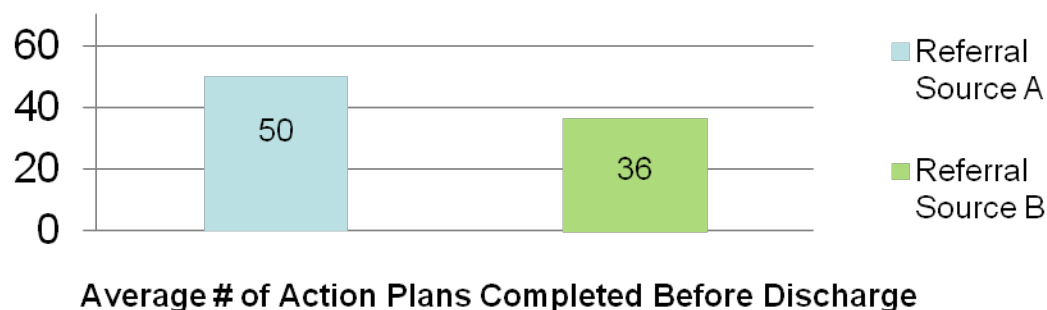
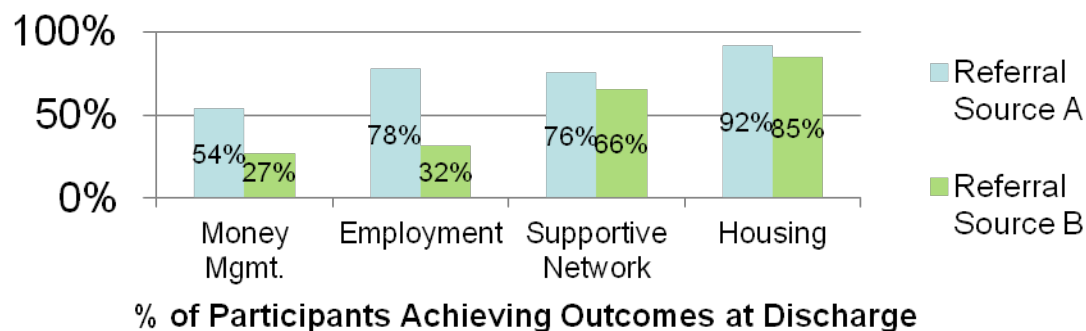
Are there differences in outcomes related to funding referral source?

Hunch: Referral Source A participants have better outcomes than Referral Source B participants.

Data Revealed: True, and Referral Source A participants are also more likely to access services.

Action: Further analysis to elucidate the correlation between outcomes and services utilization among these subgroups.

Referral Source A: 18-21 year-old females from crisis shelters.
Referral Source B: Aged out of foster care.



C./D. LEARN AND IMPROVE:

Has there been a change in participants' housing destinations?

Hunch:

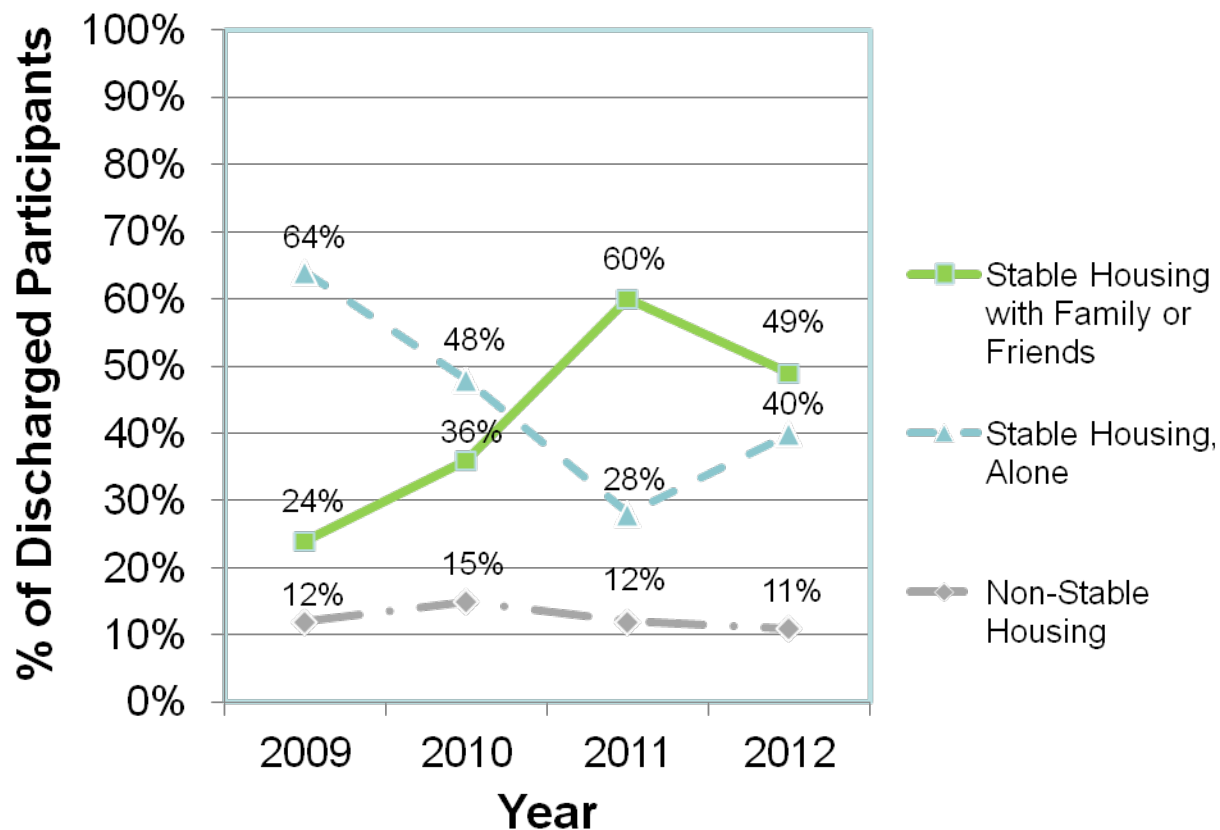
The decrease in participants moving to stable housing destinations to live alone (ex. own apartment) is a red flag.

Data Revealed:

False. The decrease is partly due to an increase in discharges moving in with family and friends, as fewer housing subsidies are available in NYC.

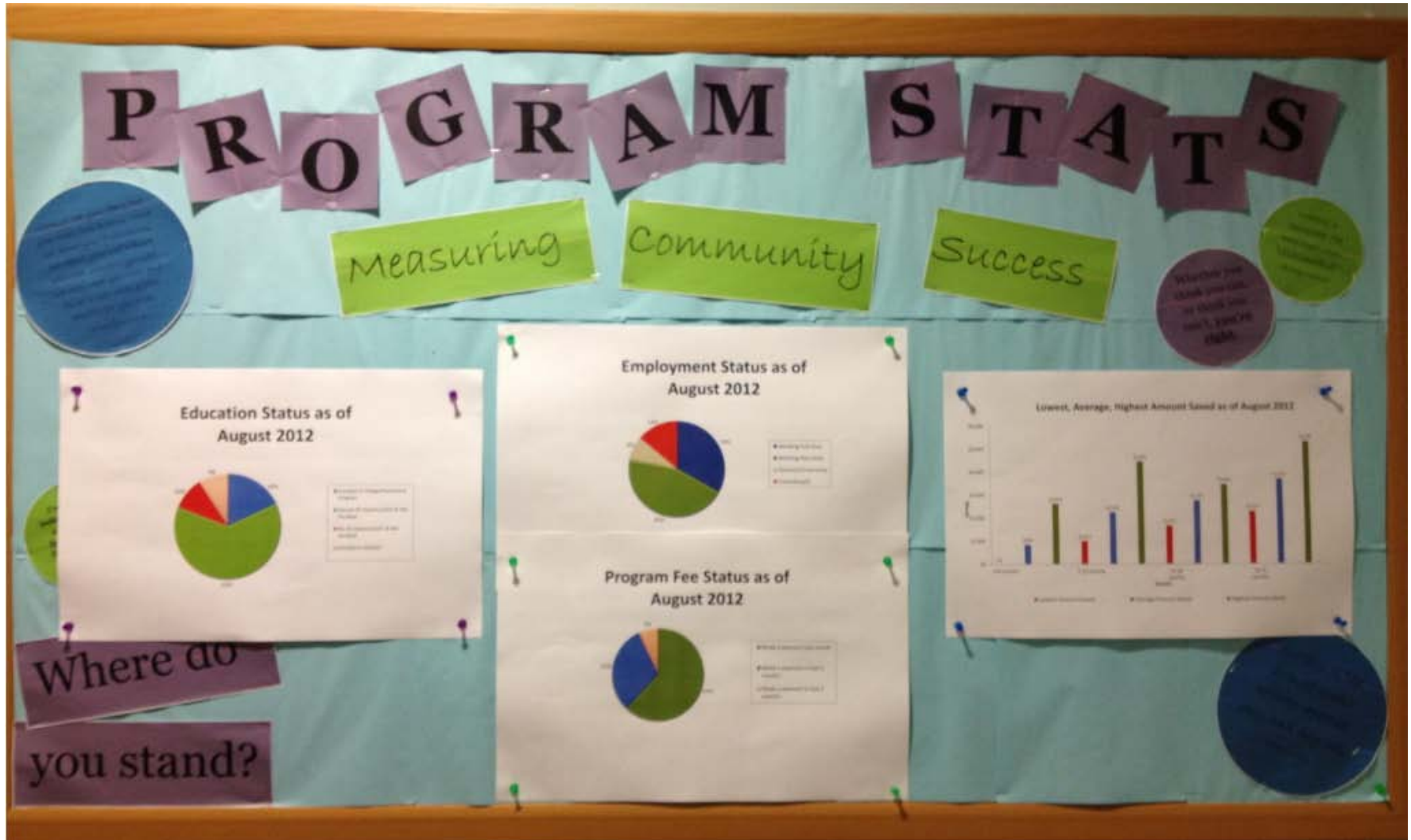
Action:

Foster healthy family connections as another way to secure stable housing.



OTHER WAYS WE USE DATA

Promoting Youth Voice and Community

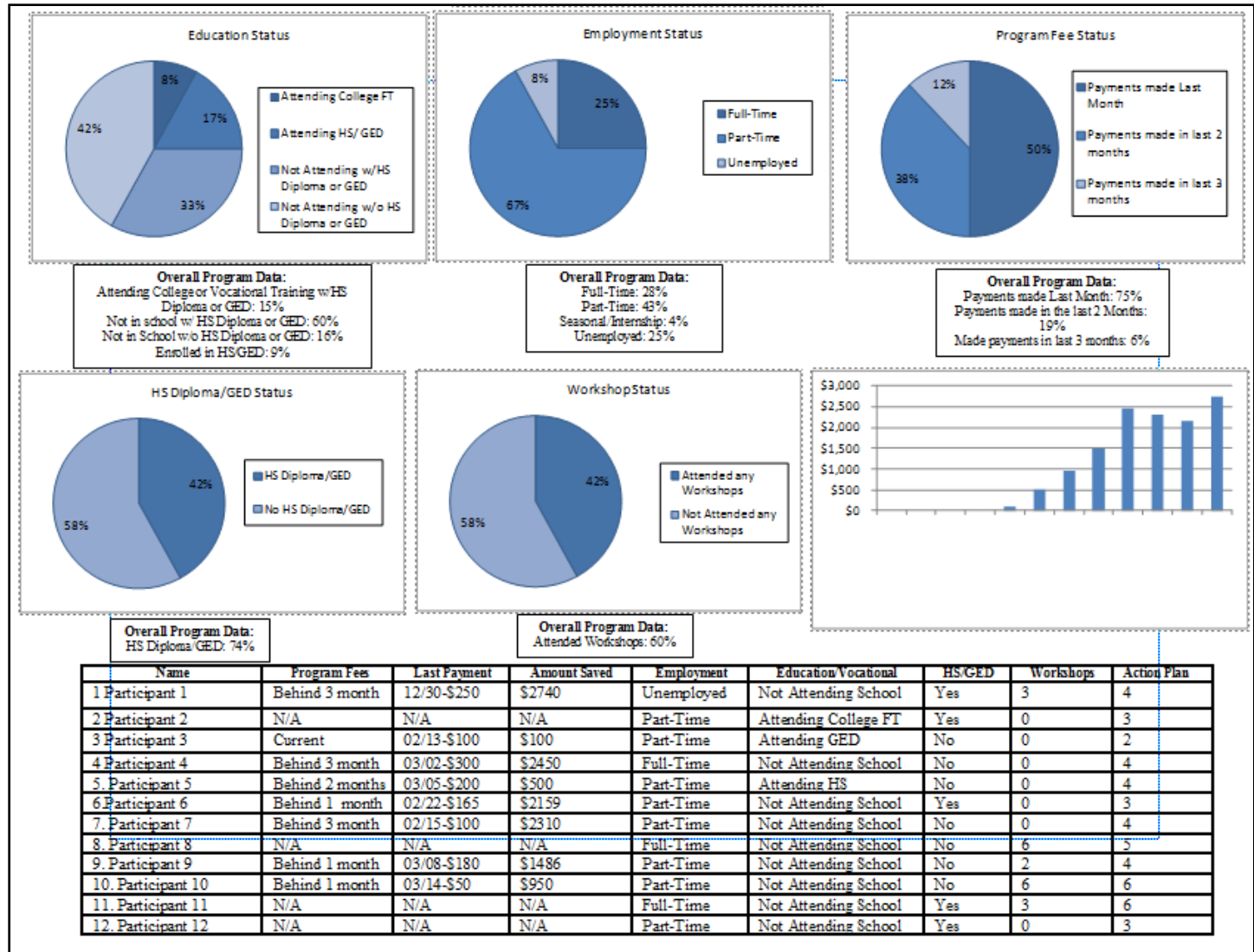


OTHER WAYS WE USE DATA

Individual Case Management and Supervision



STAFF
CASELOAD
AUGUST
2012



OTHER WAYS WE USE DATA

Program Planning and Advocacy

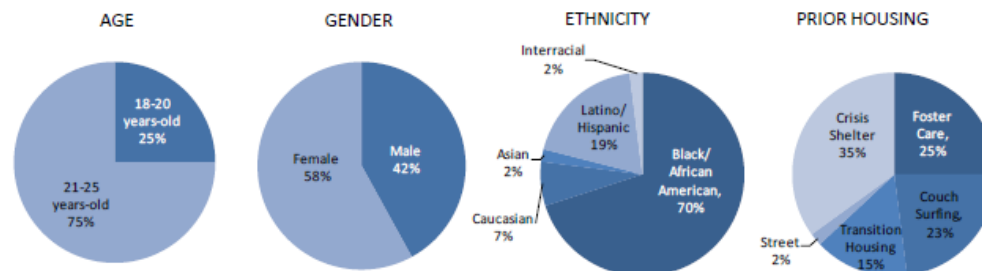
MONTHLY DASHBOARDS

CHELSEA FOYER AT THE CHRISTOPHER AUGUST 2012

Based on a successful European model and integrated with Good Shepherd's signature strength-based youth development practices, the Foyer provides 40 young adults between 18 and 25, who are aging out of foster care, homeless, or at-risk of homelessness with supported transitional housing in a co-ed setting. Key program components include personal support, life-skills development, work force development, community, housing, and after-care services. Staff includes a Program Director, Social Work/Aftercare Supervisor, Case Managers, Independent Living Counselors, Administrative Assistant, Nurse, Volunteers and Interns.



ABOUT OUR CURRENT RESIDENTS (40 SERVED IN AUGUST 2012)



WHY WE INVEST IN YOUNG PEOPLE

We know that young people have what it takes to succeed. By investing in the residents of the Foyer, we are not just investing in the futures of those young people, but in a stronger community and better future for us all. At the Foyer, it costs approximately \$104 a day to house and provide on-site support services to a young person. Comparatively, congregate foster care costs between \$323-\$370 per day, a homeless shelter, without as many supports, costs \$56 per night, and a young person serving a prison sentence costs \$238 per day.

FUNDING

There is NO dedicated funding stream for the Chelsea Foyer. Each year GSS pieces together funding from a number of sources including: Federal Housing and Urban Development (HUD); New York State Supportive Housing for Families and Young Adults (SHFYA); NYC Department of Health and Mental Hygiene (DOHMH-NYNYIII); NYC Department of Homeless Services (DHS); NYC Department of Youth and Community Development (DYCD-RHY); City Council Funding; and private grants.

RESOURCES



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THANK YOU!

For more information about Good Shepherd Services,
please visit www.goodshepherds.org

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