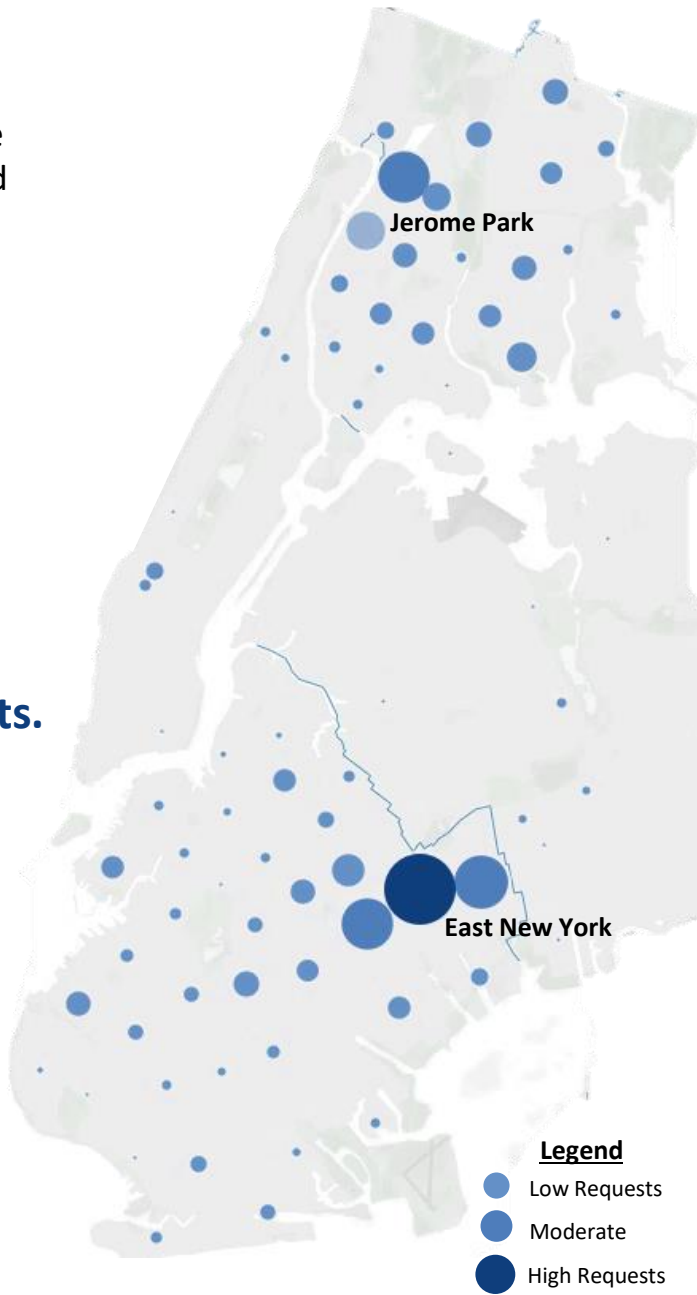


JANUARY 2021 - This report highlights data trends during the COVID-19 pandemic (March-August 2020). The data includes the community-based and supportive housing programs.

GSS partnered with New York City's most impacted communities.

Good Shepherd Services (GSS) partners with historically disinvested communities and builds upon their assets. During the COVID-19 pandemic, GSS staff mobilized as first responders to the emergent and shifting needs in our communities. These included requests for cash and food assistance, technology, and employment opportunities. We responded to 1,300 requests from families living in East New York and 642 requests from families in Jerome Park and its surrounding areas (see map).

GSS Geographic Response to Need Requests



89,000

Total # of contacts with youth & families to identify needs and provide emotional support.



19,000+

Total # youth & families receiving meals or other essential support

Despite intensified systemic challenges, participants achieved substantive accomplishments.

GSS programs continued to support participants through internships and employment placements, educational enrollments and graduation, and certification completion. **GSS served 3,236 active participants* during the COVID-19 pandemic and 62% (n=2,019) were able to persevere and work towards a life advancement outcome, 940 graduated from High School, and 673 had a secure income through employment or internships.**

1,264

Enrolled in school, persisted in school, or graduated between Mar. – Aug. 2020.

673

Remained employed, obtained employment, or obtained internship opportunity.

GSS programs adapted to meet changing community needs.

As the pandemic has persisted, basic need requests have grown, education support reached a high towards the end of the school year and early summer, and employment support requests have decreased.

Basic Need Response



Basic need requests significantly increased from 25% in March to 59% in August. **A total of 2,051 responses were made for basic needs.** In the summer, 66% of all individuals with a food injustice request were provided with an immediate food response such as a pantry bags, gift cards, or grocery and takeout deliveries.

Education or Tech Response



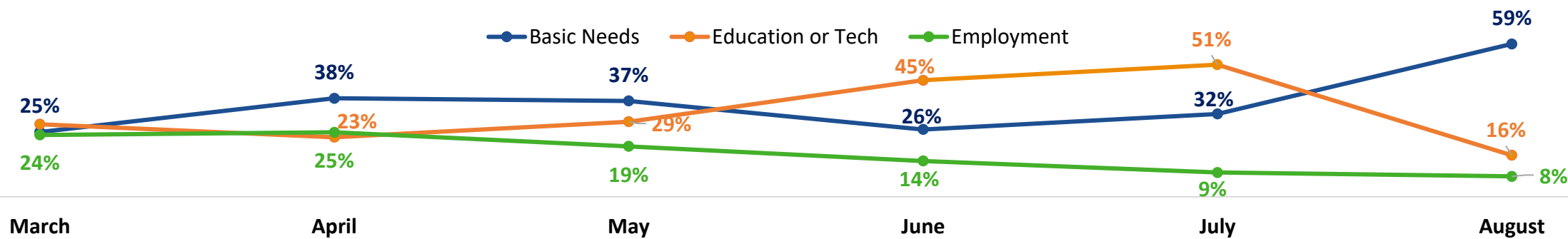
One quarter of all requests were to address Education and Technology challenges. **A total of 2,630 responses were made for education needs and 1,263 for technology needs.** On average, 35% of all tech responses assisted students navigating online platforms or assisted with homework or class assignments.

Employment Response



Employment requests were consistent at the start of the pandemic and decreased in the summer. As we know, unemployment remains at a record high and the decrease may reflect participants having been connected to resources. **A total of 346 connections to internships and 218 connections to essential work opportunities were made.** In March, 44% of support consisted of career coaching and after May 58% of support connected people to internship and work opportunities.

Shifts in youth and family requests from March to August 2020



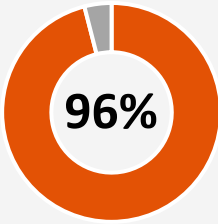
*Denominator: Youth Justice and Workforce (n=470), Supportive Housing (n=103), Education Programs: YABC, Transfer Schools, Lifelink (n=2,663)

Community-Based Program Highlights

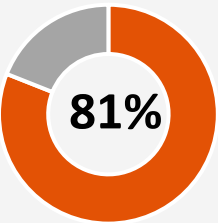
Youth Justice

Participants were supported to remain on track and avoid justice involvement despite shifts in their routines and decreased protective factors (e.g., basic needs, school, work). **65% of all Youth Justice participants received support with technology.**

AIM, Arches, Next Steps (n=99)



Exited Youth **avoided justice involvement** for 3+ months



Received **food resources** (e.g., groceries)

Bronx Rises Against Gun Violence (B.R.A.G.) (n=128)

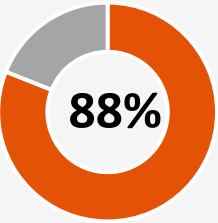
In addition to their CURE Violence work, B.R.A.G. has supported community COVID-19 prevention & education efforts.

4,714 PPE Units Distributed **459** Hours Canvassed **405** Social Service Referrals

Workforce Development

Participants were encouraged to continue their career pursuits through virtual career coaching and employment focused assistance. **89% of all participants were provided with helped with virtual career coaching and/or job readiness workshops.**

Rebound (n=86) and Good Work (n=16)



of active participants **successfully completed the program**

Academic and Career Enrichment (ACE) (n=60)

ACE served **60 participants and responded to over 400 need requests.** Education and Technology support were the most prominent responses.



62% received Ed. or Tech. response

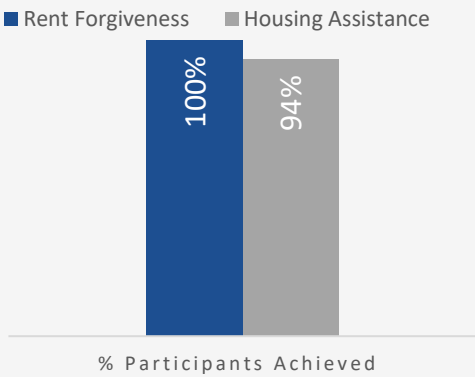


29% received basic need response

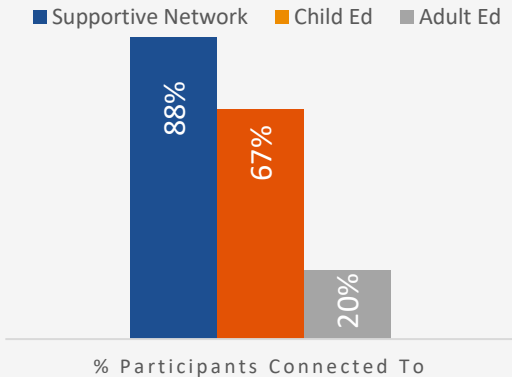
Supportive Housing

Chelsea Foyer (n=54) and MEHR (n= 50 adults; 23 children) responded to social emotional, technology, and financial challenges. **88% of residents engaged in goal setting and 77% received mental health support from GSS Staff (e.g., social worker).**

The Foyer offered rent forgiveness and supported stable housing attainment for all residents



MEHR leveraged partnerships to provide technology assistance to support resident's education and connect to loved ones



"The program is inclusive and nonjudgmental. Staff are approachable, personable and engaging. They also seem to genuinely care for the residents." - Resident

Domestic Violence

Safe Homes (SH) focused on meeting basic needs and financial independence of residents while supporting non-resident growth. **92% had a counseling session and 77% of participants worked on a plan for their mental and physical safety.**

Residents in Shelter (n=22 Adults; 26 Children)



100% received food resources

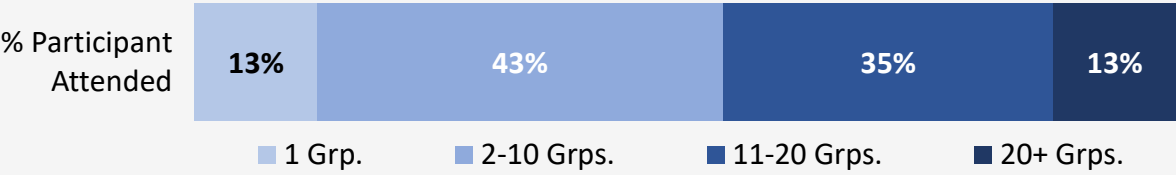


95% received financial resources (e.g., cash)

"I did not feel like I had a family before, now I do." – SH Participant

Non-residential Participants (n=64 adults)

Non-Res offered 48 self-sufficiency, parenting, and support groups virtually.



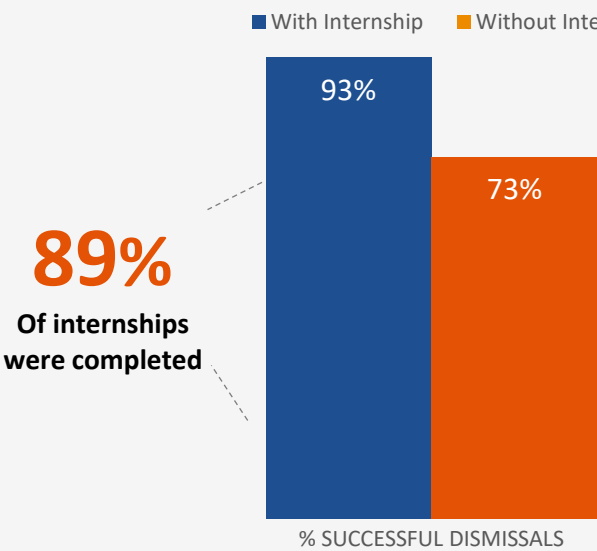
"Good Shepard Services has been playing an integral role in my mental health and wellbeing. It was also very helpful to receive a Target Gift Card to assist with my son's needs." – SH Participant

Education

School-Based Programs (n=5,722)

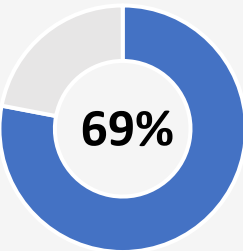
In the YABC (n=1,747) & Transfer School (n=806), **students with internships were more likely to have positive program exits** than those without internships. To promote retention, graduation, and positive exits (e.g., employment) GSS staff in these programs and the Community Schools (n=3,169) provided continuous support to address the challenges that arose with the shift to remote learning.

YABC & Transfer School Students with Internships were more likely to graduate or have a positive dismissal reason

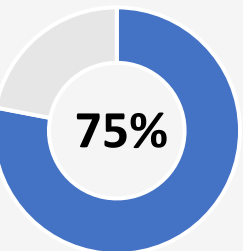


89% Of internships were completed

School-based programs supported students and kept them informed



Participants received **Academic Support** (e.g., homework assistance)



Participants received **Informational Outreach** (e.g., schedule updates, food distributions)

LifeLink College Access & Success (n=1,084)

LifeLink provided **financial and technical assistance** for their participants transitioning from High School to College to support college enrollment and retention.



Over **127** Laptops & Chromebooks



Over **\$24,000** in gift card & checks



\$30,000 Helping Hands Grant