**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 of the current year!***

**Agency Name: YSS**  
  
**Program Name: 1.07 Community Youth Development**

Brief Description of Program:

Community Youth Development focuses on giving young people the chance to build assets, exercise leadership, form partnerships with caring adults, and provide services to others. The program acknowledges that youth have much to contribute and are valuable resources in building communities.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
2. Increase youth involvement in community through volunteering.
3. Maintain or increase ASSETS of youth involved in youth development activities.
4. Increase the number of opportunities available to youth.
5. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**
6. Attendance records, increase recorded annually.
7. Pre/post surveying. (Note: at the end of the school year youth feel more negative and will traditionally score lower on these types of surveys at the end of the year when compared to the beginning of the year; therefore, we look at both maintaining and improving their fall scores.)
8. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   No new tools.
9. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
   Results are measured on an annual basis.
10. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Continues to be a challenge to reach hard to reach kids within our resources.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No  
Quantifiable Outcome Measures? Yes No  
Outcomes Reported? Yes No

75 unduplicated youth served to date, with 445 encounters.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when**? no
2. **Comments:** Would like to suggest that these updates would occur after the 2nd quarter, for more complete data.

**Program Name: 1.07 Mentoring Program**  
Brief Description of Program:

The YSS Mentoring program matches adults with children as mentors. The services are provided to elementary and middle school students. Where appropriate, high school students are matched as mentors.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Improvement in classroom behavior, academic performance, and relationship skills are measured yearly.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Surveys are completed by mentees, teachers, mentors and parents at the end of the school year, the 4th quarter.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   We will continue to use just a post survey with questions similar for all so that the responses can be compared and data based on the comparison.
2. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
   Surveys will be completed in the 4th quarter, outcome data not available until year end.
3. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

We continue to struggle to recruit males and adult mentors in rural areas. Staff turnover has impacted numbers served this year.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 143 youth have been served through November 30.
2. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when**? We have a waiting list of 65 youth. Many of these youth and mentors are in process
3. **Comments:** Celebrating 20 years of mentoring

**Program Name: 1.08 Employment Assistance**  
**Brief Description of Program:**

Youth Employment is a prevention strategy that provides pre-employment skills training and job search services to youth. Youth learn to write a resume, interview for a job and maintain employment. Part of the program includes Summer Camp opportunities. These camps emphasize service leadership and life skills. Additionally, 7th graders participate in the Teen Maze Event providing pre-employment skill building.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
   1. Youth will increase employment/volunteer readiness and knowledge.
   2. Increase the number of youth who participate in paid or unpaid work experience opportunities.
   3. Increase community awareness of youth employment issues in Story County.
2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

a and b: # and % of youth who receive skill development and indicate an increase in knowledge or skills based on a pre- and post-survey conducted before and after service delivery. Youth are surveyed pre- and post-services.

c. Number of people reached with community awareness activities.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   No new tools.
2. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

a. 20 youth served.

b. no data

c. Working with 9 County employers.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Over the last few years, the competition for jobs has increased with high school students competing for all jobs with adults and college students. As fewer jobs become available, we are looking at how and what we deliver to youth. Staff turnover reflected in lower numbers.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 20
2. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?** No
3. **Comments:** Staff change and most of the efforts is connecting with partners and learning job.

**Program Name: 1.09 Kids Club Afterschool Program**

Brief Description of Program:

The YSS afterschool programs provide a safe, stimulating, and caring environment for K-6th grade children during out-of-school time. These programs are housed in the schools and in rural school districts of Gilbert, Ballard, Roland-Story, and Collins-Maxwell. The middle school programs are at no cost to families, and the elementary programs are on a sliding fee scale. Elementary Programs: 2 Gilbert, 1 Roland-Story, and 1 Ballard. The Middle School programs are in Collins-Maxwell and Ballard School Districts.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Positive interactions, promotion of physical health, and increasing academic success are all measured.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

We are using participant, teacher and parent surveys to assess the impact of the programs at the beginning and end of the school year. Additionally, the Youth Program Quality Assessment (YPQA) tool is used to assess the quality in the Middle School Program

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

* Increase positive social interactions.
* Increase knowledge of healthy lifestyle choices.
* Increase academic performance.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
   Pre-surveys were completed in the fall and data will be available at end of year.
2. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

It is a challenge to maintain our sliding fee scale with wages increasing. Additionally we have received request from two Story County Schools to start new afterschool programs. Also a center closing near Story City will result in increased enrollment for that program.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**   
   305 elementary programs and 45 in the middle school programs for a total of 350.
2. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when**? no
3. **Comments:** We are working with partners to implement a formal literacy program.

**Program Name: 1.09 Summer Enrichment Program**Brief Description of Program: The goal of this program is to close the achievement gap by increasing access to high-quality summer learning opportunities to young people and to provide 2 meals for the children and youth involved in the program. This community partnership has been implemented in Ames, Nevada and Collin-Maxwell School Districts schools for up to 6 weeks. Fun developmentally appropriate programming has been provided incorporating literacy, math, and science. This programming is in its infancy, and is improving every year.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:** *The goal of the program it offer a high-quality summer enrichment program to young people who currently lack choices and opportunity.*

**2018-19** outcomes are below.

1. *Of those students attending 75% of the time 75% of students will maintain or increase grade level reading and math schools of students involved in the program. Pre/post Program*
2. At least 51% of the students attending the summer enrichment program will meet the guidelines for free and reduced lunch.
3. Increase the minutes read within and outside of the program.
4. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**
5. Post surveys will measure b and c and we will work with the school districts on measurement of a. This will occur Pre and post program
6. d will be reported by the school
7. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

This is a work in progress and as a community collaboration all partners have a voice. The outcomes and tools are continuing to be developed.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**: NA  
   We have the following data from the Nevada School District and are awaiting the Ames District information.
2. Numbers not available
3. 47.9% of Collins-Maxwell families met free and reduced guidelines and 66% of the youth attending the Ames were at the Free or Reduce lunch rate,
4. Baseline 4200 minutes in the program and 3940 outside of the program
5. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** Current barriers are seeking funding for continuation of program, change in school leadership, School’s providing data to measure success of program
6. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** Ames only conducted a three week program in June of 2019 so no students were served in this fiscal year. 101 students were served in July in Nevada, 55 in Collins Maxwell.
7. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when**? NA
8. **Comments:** Other schools have expressed interest in a similar program and expansion is limited by funding and capacity.

**Program Name: Family Development Services, FaDSS, Parent Education, Healthy Futures 1.10**

Brief Description of Program:

The Family Development Programs of YSS work with families on an individual basis providing intensive case management through certified Family Development Specialists. The core components are home visits, assessment, short- and long-term goal setting, referral and advocacy. Each program has a different emphasis for enrollment, but all work toward improving parenting skills and family functioning.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
2. Parents will move towards self reliance
   * Percentage of participants reporting improvement in employment
3. Children screen with ASQ
   * Increase % of children receiving screening.
4. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Measurements occur during home visits through interviewing.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   No changes in data collection.
2. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

Improved employment: 43%

Children Eligible for screening and number screened: 45 eligible/20 screened Quarter one. 45%

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** Needs are getting higher for youth and their abilities to get jobs. There is much competition with college students and adults.
2. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 43 adults and 25 children
3. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when**? no
4. **Comments:** Collect progress at end of 2nd quarter.

**Program Name: 1.12 Child Safety – Talk about Touching**

**Brief Description of Program:**

Second Step’s Child Protection Unit curriculum provides a multi-layered approach to child safety and is 6 sessions, each being 30 minutes.  Students will be able to recognize, respond to and report unsafe situations.  The curriculum teaches children self-protection and assertiveness skills to reduce their vulnerability to harm and abuse. Lessons extend beyond the classroom with materials and correspondence focused on parents to encourage further discussions of personal safety with their child.  The Child Protection Unit takes an integrated approach to child safety by providing training for every YSS staff member who will be presenting the curriculum; this on-line training was also be made available to interested classroom teachers.  Each grade level (Kindergarten, First and Second Grades) has 6 lessons.  Lesson topics include Ways to Stay Safe, The Always Ask First Rule, Safe and Unsafe Touches, The Touching Rule, Practicing Staying Safe, and a Review of the Safety Skills Taught throughout the course of the curriculum.  The curriculum is developmentally sequenced and each grade builds upon the previous year’s material and content.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Our goal is that students will exhibit an understanding of the material regarding safe behaviors by scoring 80% or higher by pre/post surveys before and after delivery of curriculum.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Pre/post surveys before and after delivery of curriculum.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   No change in tools used.
2. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
   No outcome data to date.
3. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**   
   We continue to seek alternative programs in which to present the programs, such as preschools, afterschool programs and parent groups.
4. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 0.
5. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when**? no
6. **Comments:** All programming will be in the second half of the year

**Program Name: 1.12 Public Education Awareness**

Brief Description of Program:

This service encompasses a wide range of prevention programming. These programs may be substance use, sexual health or mental health in focus. All of the curricula used is evidences based to ensure result-based outcomes. Programming is offered to all age groups with a special emphasis on children and their parents. Additionally, presentations are made to community groups and partnerships are formed with a variety of community coalitions with a common prevention and youth focus.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
2. Maintain or increase youth knowledge of subject matter and the risk associated..
3. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**
4. Iowa Youth Survey (IYS) age of onset of alcohol, tobacco, and marijuana. The survey is conducted every 2 years.
5. Participants will maintain or increase an understanding of the material
6. Participants will maintain or increase perception of harm regarding alcohol, tobacco, and other drugs and their harmful effects.(pre/post survey)
7. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   Continue to use pre and post surveying.
8. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:
9. Survey tells us that usage among Story County youth the 30day use rate is: Alcohol 6%; Tobacco 2%; Marijuana 4%. Electronic Delivery Devices usage was at 16%, one year ago and rising. 11th grade usage continues to drop. Other issues raised in the IYS are the increase in youth not feeling safe in school (12.5%,= +3%); The decrease in the number of students that feel that teachers and adults put a stop to bullying(54.1%= -6.6%); the increase in the number of students that report that they were bullied at school (39.6%= +3.5%). The most disturbing stat in the 2018 IYS was that 21.9% of female 11th graders reported that they had a plan to kill themselves in the last 12 months. These stats tell us that we need to look at other types of prevention programming and this will be a planning year for us.
10. 89% of students maintained or increased knowledge based on pre- and post-curriculum assessments.
11. 81% Marijuana/97% Alcohol of participants maintained or increased perception of harm regarding alcohol, tobacco, and other drugs and their harmful effects
12. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Our challenge is expanding out definition of Prevention programming

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 850
2. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when**? No
3. **Comments:**

**Program Name: 2.01 Emergency Assistance (Transitional Living Program)**

**Brief Description of Program:**

This service works with homeless youth to provide living skills such as budgeting, running a household, seeking and maintaining employment, completing GED or other education, and teaching young moms the skills to meet their child’s developmental needs. The goal is to promote self-sufficiency and skill development to help end long term chronic homelessness and help these youth obtain living wage jobs.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

This service works with homeless youth to provide living skills such as budgeting, running a household, seeking and maintaining employment, completing GED or other education, and teaching young parents the skills to meet their child’s developmental needs. The goal is to put homeless youth into housing and then surround them with the support (case management) that they need to promote self-sufficiency and skill development to help end long term chronic homelessness and help these youth obtain living wage jobs.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Clients are assessed at entrance, quarterly and exit Additional measures are taken at exit that include the percentage that discharge to safe and appropriate settings (like permanent housing); percentage of participants completing the program based on a positive opportunity, and percentage who report at exit developing and maintaining positive relationships with caring adults during their time in the program. Over the reporting period it was determined that staff no longer needed to use the Matrix tool as those measurements were being captured in other assessments.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

There have been 1564 bed days for the quarter.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

There have been 8 discharged in Story County TLP since July 1. 3 of those youth did not complete orientation, 1 had to go to a higher level of care (hospitalization), and 4 went to permanent housing. All of the youth that had at least orientation done was able to improve in areas of life skills and were connected to local supports.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Barriers encountered during the reporting period appear to be the same as in the past. The largest barrier is that youth have no rental history and do not have the knowledge or skills to properly run a household. The largest program barrier is a federal funding source will be going away and staff are trying to find a way to serve the maximum amount of youth in the community.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

17 clients served through our first quarter. The program has been running full/near full the entire reporting period. The openings that were open for any amount of time were due to having to make repairs from client destruction before the next intake.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

We have had a waiting list in Story County for the single youth over the past reporting period. Many people when they call and here that Story County is full they choose not to have an assessment and be put on the Coordinated Entry waiting list. We do have an opening in the parenting program but some parents are reluctant to move into a shared living space (own bedroom share common areas). Currently there are 4 single youth waiting for an opening in Story County on the Coordinated Entry wait list.

1. **Comments:** none

**Program Name: 2.08 Emergency Shelter, Rosedale**  
Brief Description of Program  
Rosedale Shelter provides an array of services including: traditional court ordered shelter placements, mobile outreach for diversion to shelter placement, private placements to stabilize familial crisis, and telephonic crisis intervention services. The Asset funds utilized for emergency shelter placements support the staffing, facility, and programming costs associated with operating the 24/7 shelter and providing diversion services.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Youth served through Rosedale Shelter’s array of emergency services are at some level of crisis when they are admitted. Rosedale staff work with the individual youth and their family to stabilize the crisis, create crisis prevention and safety plans, and connect them to additional services and resources within the community. During the youth’s shelter stay at Rosedale, the youth receive the balance of a nurturing environment with necessary daily program structure, trauma-informed care interventions, and a safe place to de-escalate and create daily goals.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

All youth who discharge from Rosedale Shelter are asked to participate in completing a Consumer Satisfaction Survey. This survey is optional and also anonymous. One question asked on this survey is, “Do you feel safer now than you did upon admission to Rosedale?” After the youth completes the survey, he/she puts the information in a sealed envelope and this is sent directly to the YSS Quality Assurance Department for data collection and to identify areas of quality improvement. This information is provided to the Program Director on a quarterly basis.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   Consumer Satisfaction Survey is the tool used to collect data and is completed upon youth discharge from Rosedale Shelter.
2. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
     
   7/8 of the youth that completed the consumer satisfaction survey during this 5-month reporting period replied that they felt safer at discharge than they did at the time of admission. When asked why they felt safe one youth stated, “because of the people I met along the way.”
3. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**   
   One of the barriers identified during this reporting period was a decrease in the number of consumer satisfaction surveys that were completed due to youth refusals, unplanned discharges, and DHS/JCS workers and other professionals involved requesting the youth not be informed about their discharge prior to transporter arriving. Of the 39 total discharges during this reporting period, 13 discharges were unplanned. 7 of these youth ran away, 3 were discharged to detention, and 3 were discharged to the hospital after expressing suicidal thoughts.

Another barrier in this reporting period was an increase of youth who have increased mental health, challenging behavioral needs, and intellectual disabilities. To decrease assaultive and/or other challenging behaviors and anxiety for these youth related to their discharge plan, the DHS/JCS workers and other professionals involved ask that the youth not be informed they are being discharged prior to the transporter arriving to Rosedale to transport them to their next destination. Once transporter arrives, the youth are informed of their next destination and leave with the transporter. The surveys are not completed in these situations. This process occurred for 5 youth during this reporting period. Rosedale Shelter also had 1 youth who was discharged home while on a family/home visit. This was not communicated to Rosedale Shelter staff prior to the visit, so a survey was not completed before the youth left for the home visit.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**   
   15 Story County youth were served for Emergency Placement services at Rosedale Shelter during the reporting periods of 7/1/19 through 11/30/19. Some of these placements were repeat youth who utilized services multiple times in order to stabilize each crisis through mediation services, creating safety plans, and connecting the family to long-term services and other community resources.
2. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**A total of 33 callers were turned away from services at Rosedale for a variety of reasons. Rosedale shelter turned away 23 of those callers for youth being either below the age of 12 or above the age of 17 (Rosedale shelter serves youth ages 12-17 years-old). Age-appropriate referrals were made to these callers. 4 youth were turned away due to Rosedale shelter not having the appropriate bed available based on the youth’s identified gender. 2 youth were turned away for continuing to be actively suicidal or under the influence of substances and were placed in a hospital setting. Rosedale shelter staff encouraged these callers to continue seeking medical care. 4 youth were turned away for placement, as there was no immediate crisis and callers were seeking weekend child care services.
3. **Comments:**

During Rosedale Shelter Quality Improvement meetings, Rosedale Shelter leadership and staff will discuss additional strategies to support an increase in the number of youth who participate in the consumer satisfaction survey process.

**Program Name: 2.11 Stork’s Nest**

Brief Description of Program:

Stork’s Nest is an incentive-based system where parents earn points by keeping doctor appointments, meeting with WIC coordinators, and other activities that help keep their babies healthy. The points can be used to “buy items at the Stork’s Nest store like diapers, clothing, baby bedding and other infant related items.”

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
2. Increase number of Story County women participating in the Stork’s Nest program: # of women enrolled in the Baby Bump and Beyond Program
3. Increase parenting knowledge: # of participants attending group educational programs at the Stork’s Nest; % of participants indicating an increase in knowledge of how child is developing.
4. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**
5. Tool: Enrollment Paperwork (ongoing).
6. Tool: Attendance records/ Pre/post survey.
7. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

No change in tools.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

**a.** 64 families participated in the program through November 30. The 64families included 107 children. The education classes served 300 participates in this time period, (duplicated number)

**b.** 38 families participated and 85% increased

their knowledge about child development and parenting.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Transportation is the biggest barrier we face in our efforts to serve more families outside of the Ames area. Due to transportation barriers (no vehicle, no driver’s license, and no money for gas), families are unable to make it to our educational programming and to shopping hours. We continue to explore a partnership.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

64 participated in the program through November 30.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**  No
2. **Comments:**

**Program Name: 3.09 Crisis Intervention (Rosedale)**  
Brief Description of Program:

Rosedale Shelter provides an array of services including: traditional court ordered shelter placements, mobile outreach for diversion to shelter placement, private placements to stabilize familial crisis, and telephonic crisis intervention services. The ASSET funds utilized for 24/7 telephonic crisis intervention are from the City of Ames only and support the staff time required to provide interventions over the phone to families in crisis or experiencing familial conflict.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

All youth and families served through Rosedale’s telephonic crisis intervention service are in various level of crisis. The staff may assist by developing with the youth/family a crisis prevention and safety plan that includes de-escalation, process options for accessing familial support, and provide appropriate referrals for ongoing services and resources which may include but are not limited to: therapy (individual and/or family), medication management, basic need resources, substance abuse treatment, and additional mental & behavioral health treatment services.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Rosedale staff utilizes a consistent screening tool to guide the caller through their identified crisis and the engage him/her in the de-escalation process, assist with safety plans when needed, and communicate the available supports, resources, and level of services that may be appropriate.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
   Rosedale staff responded to 35 families through telephonic crisis intervention during this reporting period.
2. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
   Rosedale staff were available 24/7 to communicate with the callers who accessed the Rosedale telephonic crisis intervention service. Callers participated in the Rosedale screening tool, which assisted staff with identifying the available resources and services needed, including Rosedale Shelter when appropriate.
3. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**   
   Many referral sources, schools, other professionals, and families struggle to understand the changing paradigm of managing challenging youth behaviors and difficult situations within family homes whenever possible with the focus of maintaining safety of the youth and family, rather than having the initial steps be removal of the youth for out of home placement services. Rosedale Shelter continues to educate system partners such as Law Enforcement, DHS and JCS, and families about accessing our 24/7 help line regarding telephonic crisis intervention services to assist families in identifying supports to keep their child in the home whenever possible.

Rosedale experienced an increase of youth by DHS/JCS who reside at Rosedale Shelter and are court ordered placements for longer periods of time. This was due to an increase in youth who have intellectual disabilities, and increased mental health & intense behavioral needs and no other out of home placement options available. These longer periods of stay can impact the ongoing availability of Rosedale Shelters beds, based on gender of the youth.

**Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**   
Rosedale staff responded to 35 families through telephonic crisis intervention during this reporting period.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

During July 1, 2019 through November 30, 2019, Rosedale Shelter did not turn away any clients through our telephonic crisis intervention services.

1. **Comments:**

No additional comments

**Program Name: 3.13 Service Coordination**  
Brief Description of Program: Service Coordination includes a pre-admission screening and coordination of services once the individual is an admitted client. The screening gathers information on the potential client’s current problems (behaviors, substance use, legal difficulties, recent trauma, school attendance, family issues, etc.), demographics, and financial information. This screening determines needs for additional services. When the individual become an admitted client, care coordination helps support the individual/family and increases participation in the recommended service.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

This program’s purpose is to increase access to services by providing intervention screenings and coordination of services. YSS provides early intervention services. The Care Coordination involves phone calls, meetings, and other necessary ancillary supports to increase participation and successful completion of the recommended services.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Outcomes measured are generated from the YSS client record management system. The data includes the number of individuals following through and successfully completing services. No Show rates are also tracked.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Since July 1, 2019 183 screenings have occurred and 95% have become an admitted client in an appropriate YSS program.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

This is a new service so there isn’t data to compare it to. However, the number of screenings has increased each month.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

There continues to be an increase in demand for screening and coordinating services. Internal processes are being evaluated.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No  
Quantifiable Outcome Measures? Yes No  
Outcomes Reported? Yes No

183 potential clients were screened and 173 became admitted clients.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

Not at this point.

1. **Comments:**

**Program Name: 3.16 Substance Abuse Co-Occurring Disorders Outpatient Treatment**  
Brief Description of Program: Certified substance use counselors provide substance use outpatient services for YSS clients in office and in school settings, including the Iowa State University campus.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:** Appropriate substance use services are intended to increase access within Story County. The purpose is to address substance use behaviors and positively enhance the overall mental, behavioral and emotional functioning of individuals receiving these services.
2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** The data for outcome measures is generated from the YSS client record management system. Data collected includes the number of clients discharged and percentage of successful discharges.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Since July 1, 2019 there have been 37 discharges and 81% of the clients had achieved at least 50% of their treatment goals. 24 (65%) were successful and 6 (16%) were partially successful.
4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

Since July 1, 2019 there has been a significant increase in successful discharges.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

YSS continues to take steps to overcome obstacles to ensure everyone has access to affordable substance use services.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

Since July 1, 2019 74 clients have been admitted to substance use services in Story County.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

Not at this time

1. **Comments:** Thank you for supporting this service.

**Program Name: 3.17 Mental Health Outpatient**  
Brief Description of Program: Temporary and fully licensed therapists provide mental health evaluations, individual, family, and group interventions for YSS clients in office and in school settings.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:** These services increase the access of mental health services throughout Story County. By providing appropriate mental health services, the overall mental and emotional functioning of individuals receiving these services will be positively enhanced.
2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Outcomes measured are generated from the YSS client record management system. The data collected includes the number of clients discharged and percentage discharged successfully. No Show Rate is also tracked.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Since July 1, 2019 433 clients have been served, using 3565 units. There were 53 discharges: 10 (19%) were successful and 24 (45%) were partially successful. 65% of clients had achieved at least 50% of their treatment goals at discharge. The No Show rate was 24%.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

Compared to FY 18/19, more units have been utilized and fewer clients have discharged.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

YSS continues to take steps to overcome obstacles to ensure everyone has access to affordable mental health counseling. YSS has implemented the Columbia Suicide Severity Rating Scale (C-SSRS) at admission.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

433 clients were served, using 3565 units.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

Not at this time

1. **Comments:**

**Program Name: 3.17 Nursing Care Coordination**  
Brief Description of Program: Nurse Care Coordination is the in-person service which supports the telehealth psychiatric appointment. This service includes gathering information about the client’s vitals and medication dosages/schedules as well as conducting a review for possible side effects. This service also includes providing education about the prescription, reviewing lab work, and communicating medication related information to all referral/interested parties.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

This service allows YSS to provide psychiatric and med management via telehealth, increasing the number of individuals served. Funds provided by ASSET are intended to increase the number of individuals served and positively enhance their overall mental health.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Outcomes measured are generated from the YSS client record management system. This year we started tracking psychiatric hospitalizations and behavioral symptoms that involved violence and/or resulted in law enforcement as well as No Show Rates.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Since July 1, 2019 90 clients have been served, using 555 units. Of the 90, 3 (3%) were hospitalized and 4 (4%) had incidents that involved violence and law enforcement. The No-Show rate was 24%.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

Compared to FY 18/19, there’s an increase in individuals served but a decrease in individuals demonstrating mental health symptomology resulting in hospitalization or violence/law enforcement.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Since July 1, 2019 YSS has relied mostly on remote medication prescribers so the Nurse Care Coordination is vital. Because these individuals present more acute, more at risk, and more medically unstable, YSS has implemented using the Columbia Suicide Severity Rating Scale (C-SSRS) at admission.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

90 clients, using 555 units.

**Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

Not at this time.

1. **Comments:** Thank you for supporting this service.

**Program Name: 3.17 Psychiatric Evaluation and Medication Management**  
Brief Description of Program: Board Certified Psychiatrists and Advanced Registered Nurse Practitioners provide psychiatric evaluations and medication management services for YSS clients using in-person or telehealth services.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

This service continues to grow and serve more individuals. The ability to provide these services in Ames allows individuals access to a licensed medication prescriber and appropriately address their mental health symptoms. Funds provided by ASSET are intended to positively enhance the overall mental and emotional functioning of individuals.

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Outcomes measured are generated from the YSS client record management system. This information measures the number of hospitalizations and behavioral symptoms that involve violence and result in law enforcement.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Since July 1, 2019 168 clients have been served, using 881 units. Of the 168 4 (2%) were hospitalized and 2 (1%) had incidents that involved violence and law enforcement. The No-Show rate was 24%.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
   Compared to FY 18/19, since July 1, 2019 there’s an increase in individuals served but a decrease in individuals demonstrating mental health symptomology resulting in hospitalization or violence/law enforcement.
2. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

YSS continues to take steps to overcome obstacles to ensure everyone has access to affordable psychiatric and med management services. Because the individuals served by this service are more acute, more at risk, more medically unstable, and ultimately more costly to manage, YSS has implemented using the Columbia Suicide Severity Rating Scale (C-SSRS) at admission.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

168 individuals have been served, using 881 units.

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

No

1. **Comments:** Thank you for supporting our service.