

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2020

Agency Name: Youth and Shelter Services (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:

- a. Increase youth involvement in community through volunteering.
- b. Maintain or increase ASSETS of youth involved in youth development activities.
- c. Increase the number of opportunities available to youth.

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. Attendance records, increase recorded annually.
- b. 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.)

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

No new tools.

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:

Results are measured on an annual basis.

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):

The COVID-19 pandemic has made this service difficult, as in person does not always work, some groups are meeting virtually and some are meeting in person, however with schools giving the students the option of being virtual or in person the attendance at the face to face meetings is difficult.

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): 75 unduplicated youth served to date.

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? We have not turned away any clients.

8. Comments: We would like to suggest that these updates would occur after the 2nd quarter, for more complete data.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

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.
- 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:**
Surveys are completed by mentees, teachers, mentors, and parents at the end of the school year, the 4th quarter.
- 3. 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 a post-survey with questions similar for all so that the responses can be compared and data based on the comparison.
- 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:**
Surveys will be completed in the 4th quarter, outcome data not available until year end.
- 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):**
The COVID-19 pandemic has affected the way we operate this program. Currently, no Story County Schools are allowing volunteers in the schools. Currently, matches, are occurring virtually, through correspondence and in a few cases in person. This has made it difficult to track volunteer hours and match “meetings”
- 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):** 79 students have been served through November 30.

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?** We have a waiting list of 15 youth. Many of these youth and mentors are in process.

8. **Comments:** YSS celebrated 21 years of mentoring.

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

Program Name: 1.08 Employment Assistance for Youth

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:**
 - a. Youth will increase employment/volunteer readiness and knowledge.
 - b. Increase the number of youth who participate in paid or unpaid work experience opportunities.
 - c. 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.

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

No new tools.

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:**
 - a. 169 youth served.
 - b. 100% increased knowledge
 - c. 333 community outreach efforts

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):

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.

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): 169

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? No

8. Comments: The COVID-19 pandemic has made this a virtual program.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 1.09 Kids Club

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 rural school districts of Gilbert, Ballard, Roland-Story, Colo-Nesco, Collins-Maxwell, and ISU. 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, 1 Ballard, and 1 ISU(temporary). The Middle School programs are in Collins-Maxwell and Colo-Nesco 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.

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:

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

3. 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.

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:

Pre-surveys were completed in the fall and data will be available at end of the year.

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):

The COVID-19 pandemic has been a barrier to these services. When schools closed in the spring programs ended for the school year. Additionally, the three Story County school districts did not want the program in the schools, therefore we had to find alternative space for summer programming. Programming began in June, and because of space and COVID, we operated at smaller group sizes with additional cleaning and precautions. Currently, the programs are back in the schools but continue to operate with smaller group sizes, additional cleaning, and precautions. Currently, we are serving 40% of last year’s numbers.

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):

167 elementary programs and 11 in the middle school programs for a total of 178.

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? We have not turned away any clients from this program.

8. Comments: We are working with partners to implement a formal literacy program.

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

Program Name: 1.09 Summer Enrichment

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 two 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. This program uses fun, developmentally-appropriate programming that incorporates literacy, math and science.

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.

- 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. This is measured through Pre/post Program surveys.

- b. At least 51% of the students attending the summer enrichment program will meet the guidelines for free and reduced lunch.
- c. Increase the minutes read within and outside of the program.
- d. Students will improve their attitude about school.

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. School districts will provide this information through pre and post-testing
- b. Will be reported by the school
- c. Tracked by programs
- d. Pre/post survey

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

Because of COVID-19, this program did not occur in the summer of 2020.

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: NA

We have the following data from the Nevada School District and are awaiting the Ames District information.

- a. N/A
- b. N/A
- c. N/A
- d. N/A

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 the continuation of the program, change in school leadership, and schools providing data to measure success of the 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): 0

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? N/A

8. Comments: We are currently looking at alternative designs for the program.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 1.10 Family Development/Education- FaDSS/Healthy Futures

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 on 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:**
 - a. Parents will move towards self-reliance
 - Percentage of participants reporting improvement in employment
 - b. Children screen with ASQ
 - Increase % of children receiving screening.

- 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:**

Measurements occur during home visits through interviewing.

- 3. 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.

- 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:**

Improved employment: 50%
Children Eligible for screening and number screened: 32 eligible/9 screened Quarter one. 28%

- 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):** The COVID-19 pandemic is the barrier. These programs are primarily grant-funded and those funders have mandated that all visits be virtual.

- 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):** During this reporting period, we served 28 adults and 37 children.

- 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?** We did not turn away any clients from this program.

- 8. Comments:** Collect progress at the end of 2nd quarter.

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 1.12 Public Education and Awareness- Child Safety

Brief Description of Program:

Second Step's Child Protection Unit curriculum provides a multi-layered approach to child safety and is comprised of six 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 made available to interested classroom teachers. Each grade level (Kindergarten, First, and Second Grades) has six 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 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 the delivery of the curriculum.

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:**

Pre/post surveys before and after delivery of the curriculum.

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

No change in the tools used.

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:**

No outcome data to date.

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):**

The COVID-19 pandemic has affected the delivery of this program. As schools have come to grip with in-person or virtual classrooms they have pushed this programming to the second semester. Some of the programming will be virtual and some in person. We continue to seek alternative programs in which to present the programs, such as preschools, afterschool programs, and parent groups.

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):** 38.

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?** We have not turned away any clients from this program.

8. **Comments:** -

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 1.12 Public Education Awareness- YSS Education and Prevention

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:**

a. Maintain or increase youth knowledge of subject matter and the risk associated.

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. Iowa Youth Survey (IYS) age of onset of alcohol, tobacco, and marijuana. The survey is conducted every 2 years.

b. Participants will maintain or increase an understanding of the material

c. Participants will maintain or increase perception of harm regarding alcohol, tobacco, and other drugs and their harmful effects.(pre/post survey)

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

Continue to use pre/post surveying.

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:**

a. This is data from the 2018 survey. The 2020 Survey has been delayed. The 2018 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.

- b. No data available
- c. No data available

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):

The COVID challenge in this program is the volume of virtual programming. To help with the issue, with grant dollars we were able to turn space in our Nevada office into Virtual Classrooms. The classrooms will be up and running by the January.

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): 1137 served

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? No

8. Comments: -

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 2.01 Transitional Living

Brief Description of Program:

The Story County Transitional Housing program works with transition-age homeless/at-risk youth between the ages of 16 ½ to 24. Our program has five key areas of focus: safe housing, living skills, education, employment, and positive community engagement.

The goal of our program is to help homeless youth secure safe housing and then surround them with the wrap-around supportive services as they transition into adulthood. We utilize four scattered site housing options in Story County for this program to help meet the needs of the clients we serve. Youth can stay in the program for up to 21 months and work on long-term goals around self-sufficiency while in our program.

- 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 dealing with trauma. 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.

- 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:** Clients are assessed at entrance, quarterly, and upon their exit from the program. Additional measures are taken at the exit of the program 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 the percentage of youth who report at exit developing and maintaining positive relationships with caring adults during their time in the program. Additionally, staff complete a Casey Life Skills assessment quarterly to assign in creating case plan goals with the participants.
- 3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** During the reporting period 11 participants have been served and two of those 11 came in as unaccompanied youth (under age of 18.) We continue to collect data at intake, complete one-year progress reports, and track outcomes at discharge. Additionally Casey Life Skills are completed quarterly with the participants to develop case plan goals and that data is collected on the Casey Life Skills secure website and can show improvements in participants' life goals.
- 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:** In this reporting period there have been 11 participants served since July 1, 2020. Of the 11 served four have been discharged. 75% of discharges went to permanent housing and 25% of participants that discharged went to be served by a TLP in another county. All 11 or 100% of the discharges were to safe locations during this reporting period. Our program continues to run full or at near full capacity.
- 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):** The COVID-19 pandemic has been the largest barrier over this reporting period. Many of the participants are finding it harder to meet their goals due to the pandemic. Many of the youth have been negatively affected by the pandemic, such as changes in employment/hours of employment, struggles with adjusting to schooling, mental health, and substance abuse issues. Staff are working diligently to help the youth continue to be on the path to success and meet with them as often as their schedule allows.

Youth are staying in our program longer due to the pandemic and the affects that it is having. In the previous year we only had one youth in the program for over a year, and currently we already have had three youth hit over a year in the program this year. We are thankful that the program is up to 21 months so that youth can have these struggles and continue to be in a safe environment.

- 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):** So far, there have been 11 participants served since July 1, 2020. Of the 11 served four have been discharged. 75% of the discharges went to permanent housing and 25% participants discharged during this reporting

period went to be served by a TLP in another county. All of the clients reported that they were able to improve relationships with caring adults while in the program.

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? We have had a waiting list for the single youth over the past reporting period. Many people when they call and learn that our Story County Transitional Housing program is full, choose not to have an assessment and be put on the Coordinated Entry pull meeting. We do currently have 2 openings and are trying to contact youth on the coordinated entry pull list to fill 1 spot. 1 spot is open at this time due to a situation current participant that makes it unsafe to house a 2nd participant in the site, when that situation is rectified YSS will then pull another youth from the pull meeting to bring into our program.

8. Comments: -

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

Program Name: 2.08 Emergency Shelter-Rosedale Shelter

Brief Description of Program:

Rosedale Shelter provides an array of services including traditional court ordered placement through the Department of Human Services (DHS) and/or Juvenile Court Service (JCS), diversion outreach, private placements determined on a sliding fee scale to stabilize familial crisis, and telephonic crisis intervention. The Asset funds utilized for emergency shelter placement 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 client and their family to stabilize the crisis, create crisis prevention plans, and connect them to services within the community. During the clients’ stay at Rosedale the youth will receive a structured environment with trauma-informed programming and a safe place to de-escalate.

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:

All youth who discharge from Rosedale Shelter are asked to complete 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 client completes the

survey the client seals it in an envelope and it is sent directly to the YSS Quality Assurance Department. This department then collects the data from the survey and sends it back to Rosedale Shelter's Program Director on a quarterly basis.

3. 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 discharge from Rosedale Shelter.

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:

Eight out of nine (8/9) youth that completed the consumer satisfaction survey during the reporting period replied that they felt safer at discharge than they did at admission. When asked why they felt safe a youth stated, "because I feel I can get better." Another youth wrote, "me and (my) parent had time to cool down."

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):

One of the biggest barriers that Rosedale Shelter experienced in this reporting period was a decline in referrals as youth were no longer going to school or attending therapy face-to-face due to the pandemic and quarantining recommendations. Throughout the pandemic Rosedale Shelter used a screening tool recommended by the Center for Disease and Control and Prevention (CDC) to determine risk of COVID or exposure risk. During this time no youth was rejected from a stay at Rosedale Shelter due to the pandemic. Rosedale Shelter did remain COVID-free during this reporting period.

Rosedale Shelter experienced higher numbers of court-ordered youth as another shelter in the service area had to temporarily decrease the number of beds available. This decrease caused Rosedale Shelter to have less gender specific beds available.

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):

Five (5) Story County youth were served for emergency placement services at Rosedale Shelter during the reporting periods of 7/1/2020 through 11/30/2020. None of these youth experienced multiples stays within the reporting period.

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?

A total of nine callers were turned away from services at Rosedale for a variety of reasons. Rosedale Shelter turned away three of those callers for being either below the age of 12 or above the age of 17. Rosedale shelter only serves youth ages 12-17 years-old. Age appropriate referrals were made to those callers. Four youth were turned away due to Rosedale shelter not having the appropriate bed available based on the youth's identified gender. One youth was turned away for

being still actively suicidal or under the influence of substances and being in need of a hospital setting. One youth was turned away for no immediate crisis as the parent was seeking childcare services, but had Respite units available. Four other youth were accepted after the parent gathered information, but they did not show or later declined the placement as the conflict had resolved and no immediate crisis was occurring.

8. Comments: -

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

Program Name: 2.11 Clothing, Furnishing, and Other Assistance- The Nest Program

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:

- a. Increase number of Story County women participating in the Stork’s Nest program: # of women enrolled in the Baby Bump and Beyond Program
- b. Increase parenting knowledge: # of participants attending group educational programs at the Stork’s Nest; % of participants indicating an increase in knowledge of how a child is developing.

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. Tool: Enrollment Paperwork (ongoing).
- b. Tool: Attendance records/ Pre/post-survey.

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

No change in tools.

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:

- a. 50 families participated in the program through November 30.

- b. 12 families participated in online training and 9 increased knowledge. Their knowledge about child development and parenting.

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):

COVID 19 has been the barrier for this program. We are not able to provide our program in the church and have developed an alternative for serving families. Education is being delivered virtually; curbside pick-up for diapers and other incentives; and check-in calls with families.

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):

50 participated in the program through November 30.

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? We did not turn away any clients from this program.

8. Comments: -

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

Program Name: 3.09 Crisis Intervention- Rosedale Crisis

Brief Description of Program:

Rosedale Shelter provides an array of services including traditional court ordered placement through the Department of Human Services (DHS) and/or Juvenile Court Service (JCS), diversion outreach, private placements determined on a sliding fee scale to stabilize familial crisis, and telephonic crisis intervention. The Asset funds utilized for 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 some level of crisis. The staff may use a safety/crisis prevention plan, create a de-escalation plan, process options for accessing familial support, and make appropriate referrals for ongoing services. Such services may include therapy (individual or family), medication management, longer term out of home placements, and others.

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:**

Rosedale staff utilizes a screening tool to guide the caller through identification of supports, needs, and the level of service required.

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

Rosedale staff responded to 10 families within the City of Ames through telephonic crisis intervention in this reporting period.

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:**

See measurement update above

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):**

Rosedale Shelter experienced a decline in calls in the City of Ames as youth were no longer going to school or attending therapy or other professional setting meetings face to face due to the pandemic. Many families that Rosedale Shelter staff interacted with were hesitant to pursue a shelter stay with COVID-19 health concerns and exposure risks. Many of the families expressed feeling additional stress from the pandemic and needing something for their kids to do rather than needing shelter services.

Rosedale Shelter was effected by the Derecho Storm in August. Rosedale Shelter had no structural damage, but did experience loss of power for 4 days. While Rosedale Shelter did have a working cell phone and communicated to Law Enforcement the cell phone number to use, some families were not able to connect to Rosedale Shelter.

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):**

Rosedale staff responded to 10 families in the City of Ames through telephonic crisis intervention in this reporting period.

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?**

During this reporting period, Rosedale Shelter did not turn away any clients for telephonic crisis intervention services. Rosedale Shelter did utilize the Center for Disease and Control and Prevention (CDC) recommended guidelines for screening potential placements over the phone incase in-person services were needed.

8. **Comments:**

Rosedale Shelter experienced an overall lower volume for calls from the City of Ames during this reporting period, but did experience an increase in calls from surrounding towns due to the stress

of the pandemic and another shelter with in the service area temporarily decreasing their number of beds available.

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

Program Name: 3.13 Service Coordination

Brief Description of Program:

Service Coordination includes a screening and coordination of services. Upon the referral for services, personnel spend time screening the individual’s overall current concerns, family demographics, and gather information regarding other involved service providers. Service coordination helps support the individual/family by making referrals to recommended services such as employment, housing, and health.

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:** Service Coordination increases access to appropriate services. YSS staff screen the individual’s current concerns, family demographics, and any other collateral information to help connect the individual with appropriate services, including securing employment, housing, and other ancillary supports.
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 includes the number of individuals following through and connecting to the recommended service.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Since July 1, 2020, 31.25 hours were spent helping 88 individuals access services.
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:** The number of hours and individuals served fluctuated from month to month.
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):** The COVID-19 pandemic has presented a barrier since face-to-face encounters are rare. Partnering with other providers and helping individuals’ access services virtually has been challenging at times.

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):** 88 Story County residents were assisted with accessing services.

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?** No clients were turned away.

8. **Comments:** -

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

Program Name: 3.16 Substance Abuse/Co-Occurring Treatment (Outpatient)

Brief Description of Program:

Temporary and fully licensed therapists and certified substance use counselors provide substance use outpatient services to evaluate and treat individuals.

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 outcomes measured is generated from the client record management system. Data collected includes the number of individuals served and no show rate. In addition client/guardian satisfaction surveys are administered twice a year.

3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Since July 1, 2020 69 hours of services have been provided for 13 individuals with an 11% No Show rate. The client/guardian satisfaction surveys are being administered currently.

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:** The amount of services provided has remained consistent with last year despite COVID. The No Show rate is

significantly less than previous years.

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):** COVID impacted this service because Iowa State University students were neither in Ames nor on campus as much as previous years. In addition our certified substance use counselor did not have an office on campus.
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):** 13 individuals were served. The data will be available soon.
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?** Not at this time
8. **Comments:** -

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 3.17 Outpatient Treatment/Health Maintenance

Brief Description of Program:

Temporary and fully licensed therapists provide mental health evaluations, individual, family and group interventions. Dedicated crisis slots are available for Ames and Story County residents.

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:** Data to measure outcomes is generated from the new client record management system. Additionally client/guardian satisfaction surveys are collected.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** 268 individuals received 291 hours of mental health services since July 1, 2020. The No Show rate is 14%. With the new client record management system we

are still figuring out how to determine the number of successful discharges.

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:** Compared to last year the No Show Rate is significantly less, which has been consistent throughout COVID since doing sessions virtually removes some barriers. The number of individuals served is less even though crisis slots are being used more because the individuals presenting have private insurance or Medicaid that covers mental health services.
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):** COVID has positively impacted our No Show Rate but has also presented challenges with providing services virtually. YSS switched the client record management system and we are still figuring out how to report data from it.
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):** Since July 1 2020, 268 individuals have been served, using 1164 units.
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?** Not at this time.
8. **Comments:** -

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 3.17 Nursing Care Coordination

Brief Description of Program:

Nurse Care Coordination is the in-person service which supports the telehealth psychiatric appointments. This service includes gathering the client's vitals and how current medication dosages/schedules are workings, including screening for any side effects. This service also includes providing education about the medication, lab work, and communicating related information to guardians.

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:** Nursing Care Coordination supports telehealth psychiatric appointments, allowing more individuals to be served effectively.

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 is tracked in the client records management system. Client/guardian satisfaction surveys are also administered two times a year to collect feedback about YSS services.

3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Since July 1, 2020, 38 individuals have been served and 40 units have been used. The No Show rate is 8%.

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:** The number of units provided are significantly less than last year due to lack of in-person appointments. However the No Show rate is significantly improved due to individuals connecting virtually.

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):** COVID has caused most appointments to not be in the office, limiting the contact with the nurse. The nurse is able to screen for suicidality and efficacy of medication by asking questions but it is not possible to collect vitals and a thorough screening is limited. Additionally YSS switched client record management systems and we are still figuring out how to report certain data from it.

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):** 38 individuals were served. Data of incidents related to mental health are unavailable at this time due to the new client records management system. However the data will be available soon.

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?** Not at this time.

8. **Comments:** -

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

Program Name: 3.17 Mental Health Eval by Psych

Brief Description of Program:

Board Certified Psychiatrists and Advanced Registered Nurse Practitioners provide psychiatric evaluations and medication management services in person or via 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:** The ability to provide psychiatric evaluations and medication management services in Ames allows more individuals to access services to appropriately address their mental health symptoms. These services allow individuals to enhance their overall mental and emotional functioning.
- 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 by the YSS client record management system. Client and guardian satisfaction surveys are collected twice a year.
- 3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** 4 individuals have been served and 16 units have been used since July 1, 2020. Data on the number of incidents related to mental health are not able to be reported on at this time due to switching client record management systems. The client and guardian satisfaction surveys are being collected currently with data being available in January.
- 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:** 8% No Show rate since July 1, 2020. The data on the number of incidents related to mental health are unavailable at this time but will be available soon.
- 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):** Switching client record management systems has delayed getting data but the data will be available soon. COVID has impacted how we provide psychiatric services. Most individuals seeking services have private insurance or Medicaid, preventing us from using ASSET funds.
- 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):** 4 individuals were served since July 1, 2020.
- 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?** Not at this time.

8. Comments: -

Staff Use Only:

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No