**WHO IS YOUTHCARE SERVING**

**Numbers served are increasing**, YouthCare is beginning to see return to pre-COVID service access.

**Clients are accessing three primary services:**
1. Engagement Center Services (basic needs, stabilization, community)
2. Centralized Client Services (mobile, flexible, longer term case management)
3. Workforce Development (education, employment, skill development)

426 clients accessed 2+ YouthCare programs in 2022
2021 Client Demographics

Gender
- Male: 54%
- Female: 39%
- Transgender: 5%
- Non-binary: 1%
- Self-identified as “other”: 2%
- Multiple identities: 1%

Sexual Orientation
- Non-LGBTQIA+: 68%
- LGBTQIA+: 29%
- Questioning/Unsure: 5%

Race
- White/Caucasian: 33%
- African American/Black: 36%
- Native/Pacific Islander: 2%
- Alaska Native/American: 5%
- Asian: 3%
- Two or more races: 28.7%

24% of YouthCare clients identify their Ethnicity as Hispanic/Latinx(a)(o)
**WHAT ARE YOUNG PEOPLE ASKING FOR?**
Of clients served so far in 2022, this chart demonstrates the percentages that asked for the following supports:

- **Shelter/Housing Resources**: 78%
- **Basic Needs**: 73%
- **Employment**: 61%
- **Case Management**: 50%
- **Health/Well-being**: 47%
- **Education**: 43%
- **Mental Health**: 36%

**WHAT DOES THE COMMUNITY NEED?**

1. **Support for BIPOC and LGBTQIA+ youth who disproportionately experience homelessness**

2. **Advocates for youth who are experiencing discrimination in jobs and housing**

3. **Advocates for youth to receive equal access to educational and economic opportunities, regardless of identity or experience with incarceration system**

**Youth Voice**

Seattle YYA state their engagement is fueled by shared power, fluid and youth-friendly spaces, compensation for time, closing the feedback loop, and creating long term leadership opportunities.
### ENGAGEMENT CENTERS

- **8,572** meals served at all engagement centers
- **287** clients fed @ Orion
- **145** clients fed @ UDYC
- **112** clients fed @ SSYC
- **610** clients accessed services

### CORE PROGRAMMING

- **289** young people received flexible, specialized case management
- **70** trafficking specific case management
- **147** engagement center based case management
- **72** early intervention case management

### Workforce Services

- **85** served through secondary education supports
- **65** youth have attended job club

### Housing & Shelter

- **41 youth** served in under-18 housing
- **90 young adults** served at SSYC shelter
- **45 young adults** served in transitional living programs
- **97 young adults** served in community housing programs

### 2022 Program Level Data

- **413** young people participated in job training programs
- **50** young people received flexible, specialized case management
- **289** young people received flexible, specialized case management
- **70** trafficking specific case management
- **147** engagement center based case management
- **72** early intervention case management
- **65** youth have attended job club
- **85** served through secondary education supports
- **41 young adults** served in under-18 housing
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- **90 young adults** served at SSYC shelter
- **97 young adults** served in community housing programs
- **50** young people received flexible, specialized case management

### Gender Distribution
- **68%** - Male
- **26%** - Female
- **6%** - Non-Binary
**Ending Youth Homelessness**

### Housing

- **61%** exited to safe/stable housing
- **32%** exited to permanent housing

31% of exits to permanent housing attained housing through centralized client services.

41% of exits to permanent housing were supported by community-based housing case managers.

So far in 2022, YouthCare has moved **26** clients from homelessness to safe and stable housing.

### Employment & Education

- **52%** of YYA are employed or looking for work at exit
- **79%** of YYA reported maintained or improved health at exit

- Programs most successful with exiting clients with work placements:
  1. Community Based Housing
  2. Centralized Client Services
  3. Workforce Development

**7 youth** have attained their GED.

- **54** clients were in school at exit
- **18** clients were referred to mental health community partners
- **24** under-18 youth received direct support from YouthCare’s behavioral health therapist
- **18** clients were referred to Kaiser for additional medical services

### Well Being

- **79%** of YYA reported maintained or improved health at exit
- **18** clients were referred to mental health community partners

### Networks of Support

- **49%** of YYA report having community connections at exit
- **112** youth reported having a positive adult connection at program exit
- **108** referrals to community partners
EVALUATION & IMPACT PRIORITIES

CIRCLE OF POSITIVE IMPACT

Client Outcomes
Community Engagement
Agency Operations
Employee Retention

Evaluation
- Program Evaluation
  Outcomes focused performance management and decision making
- Strategic Plan Evaluation
  Evaluate prior Strategic Plan, inform new Strategic Plan
- Contract Evaluation
  Build evaluation structure for future contracts, build contract specific dashboards for program managers/directors

Impact
- Communicate Impact
  Partner with development department to regularly communicate impact
- Define Impact
  Create shared language about impact and evaluation systems for all stakeholders
- Engage youth voice
  Engage youth in communication of impact, collect narrative, first-hand account of impact
Cardera. (2022). Transforming Youth and Young Adult Homelessness in King County: Enhancing the Service Delivery and Sustainability of the Youth and Young Adult Homelessness System (pp. 1-52). Seattle, WA.
OUR STRATEGIC PRIORITIES

1. **Client Outcomes**
   
   Deepen Our Impact through High-Quality, High-Impact Services
   
   1. Comprehensive Employment Programming Supporting Long-Term Stability for Youth
   2. Re-engaging Youth in Education through Integrated Supports and Services
   3. Centralized Case Management – a Cornerstone of a System of Integrated Care
   4. Housing Services Leading to Self-Sufficiency
   5. Reducing Disproportionality through Service Excellence

2. **Employee Retention Agency Operations**

   Strengthen Business Practices to Support High Performance
   
   1. Cultivating a Culture of Learning: Outcomes Focused Performance Management
   2. New Systems that Enhance Care Coordination and Support Program Refinement
   3. Building Towards a Livable Wage
   4. Train and Develop High-Performing Staff
   5. Bolster Information Technology Infrastructure to Support High-Quality Service Delivery
   6. Strategic Thought Leadership and Advocacy
   7. Financial Stability and Sustainability with a Focus on Strategic Growth
### IMPACT - STRATEGIC PLAN

Action steps, measurable intended impact areas, progress to date on client outcomes.

<table>
<thead>
<tr>
<th>GOAL</th>
<th>IMPACT MEASURES</th>
<th>OUTCOME</th>
</tr>
</thead>
</table>
| Comprehensive Employment Programming Supporting Long-Term Stability for Youth | - A consistent understanding across YouthCare of the role of employment services in achievement of organizational long-term outcomes  
- A shared understanding of the programming available within YouthCare to engage youth toward achievement of employment goals  
- Increased capacity to provide employment support services to housing participants  
- Increased accountability among staff for youth progress toward employment goals  
- Increased capacity to provide employment and job training services through additional program site  
- Increased capacity to leverage partnerships with employer  
- Participants will graduate from YouthCare having achieved the organizational level employment goal  
- 90% of Mid- and Long-Term housing residents will be linked to an Employment and Education Specialist | **58%**  
OF YOUTH WHO COMPLETED A EMPLOYMENT PROGRAM ATTAINED JOBS - 3 YR. AVERAGE  

**37%**  
OF HOUSING RESIDENTS (MID AND LONG TERM) EXITED WITH JOB |

**OPPORTUNITIES**

- Measure understanding of employment services  
- More integration of Workforce Navigators in Housing programs  
- Continue to grow and funnel resources to Workforce Services to do this important work
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<th>IMPACT MEASURES</th>
<th>OUTCOME</th>
</tr>
</thead>
</table>
| Re-engaging Youth in Education through Integrated Supports and Services | • A consistent understanding across YouthCare of the role of education services in achievement of organizational long-term outcomes  
  • A shared understanding of the programming available within YouthCare to engage youth toward achievement of education goals  
  • Increased number of participants enrolled in post-secondary institutions  
  • Increased capacity to provide education services to housing participants  
  • Increased capacity to provide formalized and curricularized education services through additional program site  
  • 90% of Mid- and Long-Term housing residents will be linked to an Employment and Education Specialist |                                                                                                                                                                                                     |
| Reducing Disproportionality through Service Excellence               | • Equitable access to YouthCare services, particularly core programming  
  • Equity in outcomes across demographic markers, and particularly for youth of color and youth who identify as LGBTQ+                                                                                     |                                                                                                                                                                                                     |
<table>
<thead>
<tr>
<th>Strategic Plan Designation</th>
<th>FTE</th>
<th>Evolution of Role</th>
<th>Completed?</th>
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<tbody>
<tr>
<td>Job Developer</td>
<td>1 FTE</td>
<td>Employer Engagement Specialist</td>
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<tr>
<td>Employment &amp; Education Specialists</td>
<td>2 FTE</td>
<td>Workforce Navigators</td>
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<tr>
<td>Education Coordinator</td>
<td>1 FTE</td>
<td>Education Coordinator</td>
<td>No</td>
</tr>
<tr>
<td>Centralized Case Management Team Manager</td>
<td>1 FTE</td>
<td>Program Manager – Case Management Services</td>
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<tr>
<td>Centralized Case Managers</td>
<td>2 FTE</td>
<td>Centralized Case Managers</td>
<td>In Progress</td>
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<tr>
<td>Life Skills Coordinator</td>
<td>1 FTE</td>
<td>Life Skills Coordinator</td>
<td>✓</td>
</tr>
</tbody>
</table>

*Intention of adding LSKs to Over-18 housing with potential public funding*